L&Q Group

|  |  |  |  |
| --- | --- | --- | --- |
| Role title  | Technical Support Engineer  | Date  | 09/07/18  |
| Reports to Title  | Technical Support Team Lead  | Version  | FINAL  |
| DBS Disclosure Required:  | Yes  |   | No  | X  | Standard  |   | Enhanced  |   | Enhanced +  |   |
| Responsibility for End Results  |
| To lead and provide high quality operational and technical application and systems support to L&Q Group functions on day to day basis To assist in the process of resolving issues, from offering advice on fixes, to becoming embedded within the resolution.  |
| *Key Responsibilities / Deliverables:*  |
| Main Accountabilities: List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%.  | *Time (%)*  |
| 1. Leadership and management including customer service/ values * Act as a support element to the team on issues and provide support and cover where there are specific service pressures
* Promote a high customer service ethic in the team and maintain excellent working relationships with both the team and the business
* Proactive service management and driving delivery of a team towards RCA and fault resolution
* Aim to solve the majority of technical issues without the need to pass them elsewhere
 | 10  |
| 2. Strategy/ achieving objectives * Follow quality management processes
* Ensure applications/software environments are fully maintained with appropriately supported updates, patches and/or service packs in line with L&Q Group system maintenance policies
* Proactively look for incident trends and embed and encourage a Problem Management culture to improve customer service and reduce waste associated with repetitive incidents
* Additional Duties as required by management, this may include travel between L&Q sites
 | 40  |
| 3. Working with others – internal * Work with the Service Delivery Team to improve and monitor existing ITSM and process capabilities and deliver improvements to both areas to support the organisation and our internal and external customers
* Manage job assignments to Infrastructure and applications support teams and work closely with them to ensure satisfactory outcome within defined tolerance
* Work with Service Desk Analysts to develop their skills and improve the chance of first time fix • Aid with service rollouts & implementations
 | 30  |
| 4. Working with others – external  • Demonstrate exceptional customer service in day to day work with those external to the business  | 10  |
| 5. Budgetary responsibility  • Adopt responsibility for the creation of value, and cost efficiency in all aspects of day-to-day work  | 5  |
| 6. Compliance • Ensure own compliance in respect of governance and adherence to relevant statutory and regulatory provisions  | 5  |
| 7. Records and systems * Maintain the necessary relevant ITSM records and systems
* Ensure completeness of root cause for major/critical incidents, and where possible resolve or provide workarounds, suggestions and improvements to mitigate future incidents.
* Ensure that all new and existing IT assets are recorded, tracked, updated and retired on the ITSM tool
 | 5  |
| 8. Risks  • Manage risks associated with areas under the jobholder’s control  | 5  |
| Financial Responsibility: Enter below any revenue, operating or capital budgets for which the role is accountable.  |

|  |
| --- |
|   |
| People Responsibility: Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.  |
|  | *Direct Reports*  | *Indirect Reports*  |
| Total Employees  | 0  | 0  |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities.  |
|   |
| Technical Knowledge/Skills  |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications  |
| • Familiarity with advanced principles and adoption of ITIL  | • Strong documentation skills with high level of attention to detail and accuracy  |
| • Technically strong with hands on capability to review and define ITIL processes and configure ITSM tool sets, automation and workflows  |  • Broad technical knowledge required  |
| • Solid communication and diplomacy skills with a strong ability to persuade and influence  | • Good experience of business engagement to understand requirements when creating SLAs and processes  |
| • Demonstrable understanding of acceptance testing and effective gatekeeping to defined standards for service management  | • Experience of proactive service management and driving delivery of a team towards RCA and fault resolution  |
| • Experienced working with, troubleshooting and improving Windows Server technologies, Windows 10 and Office 365  |  • Proven experience of working with Microsoft Azure  |
| • Experienced working with, troubleshooting and improving Microsoft Enterprise Services such as Active Directory, Exchange Server, Configuration Manager SQL Servers etc.  | • Experience of utilising scripting technologies to automate improvements where required  |
| L&Q Values  |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions.  |
| People  |
|  • We care about the happiness and wellbeing of our customers and employees   |
| Passion  |
|  • We approach everything with energy, drive, determination and enthusiasm   |
| Inclusion  |
|  • We draw strength from our differences and work collaboratively   |
| Responsibility  |
|  • We own problems and deliver effective, lasting solutions   |
| Impact  |
|  • We measure what we do by the difference we make   |
| Other  |

|  |  |
| --- | --- |
| •  | Commit to supporting L&Q’s environmental policy and social mission  |
| •   | I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks  |