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| **Title** | **Service Desk - 1st Line Support Engineer** |
| **Band** | **Individual Contributor – Technical Support** |
| **Grade** | **T2** |
| Job Family | INTU |
| Reporting To |  |
| Location |  Oakdale/Hastings Hybrid  |

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| **Position Objective** |
| The GD-MS UK Service Desk is the central point of contact for all IT related incidents and service requests. The role of the Service Desk Support Engineer is to provide first line IT and business support for all GD staff as well as facilities support The Service Desk Support Engineer is required to provide 1st line IT technical support to GD staff, assisting and diagnosing hardware, software and network-related issues and ensuring we achieve our SLA’s and KPI’s. The. This role is required to deliver high levels of customer satisfaction whilst meeting GD-MS continuous service delivery demands. Service Desk staff work in a dynamic, fast-paced environment that provides services through multi-channels of communications. This role is responsible for ensuring a high level of customer service, triaging issues efficiently and escalating unresolved issues to engineers using our service management system.  |

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| **Generic Level Description** |
| General | Under general supervision, provide support services for line and or functional teams. Performs standard duties requiring knowledge of subject matter and general understanding of department practices. |
| Complexity | Applies learned skills and knowledge to semi-routine tasks associated with the job family. Use established practices and standard procedures to complete assignments. |
| Decision Making & Autonomy | Generally, makes decisions/exercises judgment within clearly established procedures or practices, specific to the department or workgroup. Consults with others on unclear situations. |
| Problem Solving | Works on problems of moderate scope where resolution requires review of known or identifiable factors. |
| Key Contacts | Builds internal relationships with others outside of their own work group or team particularly with internal customers; may interact with external contacts independently; may initiate information exchanges. |
| Communication | Asks questions, checks for understanding, provides explanation clearly and precisely. |
| Supervision Required or Provided to Others | Works under supervision and receives guidance from others as needed. Progress and output is regularly reviewed, and feedback is provided to support continued learning. May assist entry level staff in routine situations. |

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| **Discipline Description** |
| Responsibilities Include | * Provide Support: Act as the first point of contact for all IT-related queries and incidents, via phone, email or ticketing system (ServiceNow).
* Provide Support to the Facilities team, becoming a point of contact for Facilities on the service desk supporting incidents, requests and queries. Building and maintaining facilities dashboard & reporting requirements
* Incident Management: log and prioritize incidents and service requests within ServiceNow, ensuring timely updates and resolution.
* Collaborate with team members to ensure effective resolution of client queries.
* To maintain a high degree of customer service for all support queries and adhere to all service management principles
* Proactive Support: provide guidance and advice to users on best practices, basic IT processes and how to prevent reoccurring issues.
* Customer Service: Deliver a high level of customer service, demonstrating empathy, patience and user-friendly assistance, especially when dealing with non-technical users.
* To allocate more complex process or service issues to the relevant IT Support team.
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| **Knowledge, Skills & Abilities** |
| Required Skills & Abilities | * Excellent customer service skills, with focus on user experience.
* Experience working within an IT Service Desk Support Role.
* Knowledge of Microsoft based operating systems with emphasis on Windows desktop technologies
* Experience of using and troubleshooting Microsoft Office (MS Word, Excel and PowerPoint)
* Experience with using and troubleshooting Outlook within a network environment (permissions, calendar sharing, and delegation)
* Basic understanding of PC hardware set-up and configuration
* Strong administrative and organizational skills.
* Excellent interpersonal and empathy skills.
* Adaptability – Willingness to learn and adapt to new tools, processes and technology.
* An energetic and team-oriented approach to work.
* Currently holds or is eligible to hold a UK SC clearance.
* A flexible approach to working hours is required to provide cover for the Service Desk
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| **Education & Experience** |
| Required Education & Experience | * Experience working within a Service Desk 1st line support team ideally gained in an IT MSP or solutions provider
* Knowledge of using a Service Management tool in particular ServiceNow
* Experience of working in an ITIL environment
* Experience of the following is desirable but not essential: -
	+ Supporting PCs/Laptops/Tablets in a Windows Domain environment
	+ Supporting Microsoft Office
	+ Supporting & Administration of Office365 & Outlook Users
	+ Basic knowledge of Windows Active Directory
	+ General account administration
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