



# Role Description

Role Description	IT Support Engineer
Document owner:	Chief Executive Officer
Version:	220701
Keep informed:	IT Manager

## 1. Overview

Reporting to the IT Manager, the IT Support Engineer will work closely with the IT Manager and managed service provider to provide first class IT support to the across the business. The role is responsible for delivering exceptional user support, first line technical response and supporting the IT Manager to deliver new technologies and platforms.

### 1.1. IT Support and Maintenance

- Carry out system administration and user support activities via phone, email, and ticketing systems.
- Install, configure, update, and support Windows and Linux operating systems, software and other applications.
- Diagnose and fix network problems and hardware or software faults.
- Define and action maintenance activities on a scheduled or ad-hoc basis.
- Work with HR to process new starters, leavers and contractual changes, including creating user profiles and the provision of the relevant equipment.
- As requested by suitably authorised users, create folders on network shares or cloud in line with policy. Ensure permissions are set correctly. Assist in archiving of folders as required. Assist in the implementation of document retention policies.
- Organise and manage the stock of IT equipment to allow quick response to common failures in IT infrastructure or urgent needs.
- Organise recycling and decommissioning of IT equipment as it becomes available or obsolete.
- Create and update work instructions, templates and relevant IT records to ensure the effective maintenance and operations of IT systems.

### 1.2. IT Service Providers and Suppliers

- Maintain a positive working relationship with managed service providers and suppliers to ensure the effective working and management of IT infrastructure and systems.
- Assist staff to progress and escalate cases with managed service providers as required.
- Monitor performance of managed service providers and suppliers, and, if necessary, escalate any issues to the IT Manager.

### 1.3. IT Security and Identity

- Ensure that identity resources (including the active directory) are effectively managed and updated.
- Maintain an up-to-date knowledge of IT security best practice and ensure that this is complied with across the business.

#### 1.4. Other

- Other duties as required.

## 2. Revision History

Revision	Changes
200530	ABU role description created