

IT Operations Support Engineer

- **Purpose:** Providing efficient technology, solutions and services for our Members, Customers and Colleagues, by providing a best-in-class IT Service function
- Ensuring that our technology is fully operational, performant and resilient
- Ensuring that all technical releases are promoted and systems, software and tools are upgraded
- Ensuring that incidents and project requirements are delivered by providing technical support
- **Reporting:** IT Service Assurance Manager
- **Values:** Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.

Essential Skills and experience: Experience of managing in-depth technical interactions that do not naturally fit in analyst roles, Ability to prioritise workload in order to meet Service Level Agreements, Experience of providing take-on training/overviews that support delivery of initiatives, Ability to trend analyse data in order to assist in the identification of problem issues, Ability to manage 3rd party providers to achieve incident resolution and reduce reoccurrence of repeat incidents, Experience of managing a large array of end user computing devices ensuring native OS and 3rd party OS are maintained, Experience of managing problem issues to assist the Problem Management Engineers (Desirable)

Qualifications: ITIL Service Management Foundation, CompTIA A+, CompTIA N+ and S+ (Desirable)

We make a *difference* to Members & customers

- Ensuring that our customers are satisfied with the quality of work prior to a call being closed
 - Ensuring that our technology is fully operational, performant and resilient
- ✓ CSAT(Customer Satisfaction)
 - ✓ Resolution Time
 - ✓ System Uptime

We're *better* every day

- Supporting the Problem Management Engineers with investigations into interactions classified as an ITIL problem to resolve the problem and prevent recurrence
 - Maintaining and developing knowledge documentation and service capabilities on behalf of the team
- ✓ Incident Reduction
 - ✓ First Time Fix %
 - ✓ Documentation Quality

We're a *caring* community

- Maintain and support critical services such as Desktop/POS, Antivirus, and Microsoft patching
 - Establish and deliver standardized technical software builds for consistent deployment.
 - Deploy software updates, tools, and releases through appropriate testing and control mechanisms.
- ✓ Release Accuracy and Success Rate
 - ✓ Device Standardisation Compliance

We work together with *purpose*

- Maintaining and developing the configuration of the IT service delivery tools
 - Supporting the delivery of projects and BAU change by providing key technical capabilities
- ✓ Success measures
 - ✓ Technical Support Effectiveness