

<b>Job Title</b>	Onsite Support Engineer
<b>Department</b>	Operations
<b>Location</b>	UK
<b>Reports to</b>	Service Delivery Manager/or Team Leader
<b>Staff Responsibility</b>	No
<b>General Overview of position</b>	To provide effective onsite technical support to Littlefish contract customers, for desktop/laptop/printer/application issues and installations as well as basic network/server troubleshooting and administration. To communicate effectively with the customer and manage technical queries in line with Littlefish standards and customer specific SLA's.
<b>Main duties &amp; responsibilities</b>	<ul style="list-style-type: none"> <li>• Provide 1st and 2nd line onsite and remote technical support services to Littlefish contract customers, in line with personal skill sets. Resolve issues in a competent manner, whilst communicating professionally with the customer and members of the Service Desk, Infrastructure and Professional Services teams</li> <li>• To prioritise, progress and resolve technical queries and service requests assigned to the individual in accordance with standard and customer specific service level agreements</li> <li>• To be responsible for completing specific technical projects as designated by the Service Management Team e.g. projects, deployments, installs, moves, adds and changes</li> <li>• Make effective use of all personal and team time during any periods of inactivity.</li> <li>• Maintain personal qualifications and skill sets and ensure training is completed in line with business and personal needs</li> </ul> <p><b>ISO Accreditations:</b> Littlefish are ISO9001 and ISO27001 certified it is expected that all employees adhere to the Quality Management and Information Security systems, policies and procedures.</p> <p><b>Equality, Diversity and Inclusion:</b> It is expected that you will actively promote and embed Equality, Diversity and Inclusion (EDI) in all your work and support and</p>

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	comply with all organisational initiatives, policies and procedures on EDI.
<b>Other duties</b>	Other such reasonable duties within the general scope of the job role, at the line managers direction.

## Person Specification

<b>Essential</b>	<b>Desirable</b>
<p><b>Education/Qualifications</b></p> <p>Good general level of education. A-levels or equivalent, with GCSE grades A-C or equivalent in English Language and Mathematics.</p>	<p><b>Education/Qualifications</b></p> <p>ITIL Foundation Certificate (V3).            Customer Service Qualification.            Any Relevant Microsoft Certifications.</p>
<p><b>Experience</b></p> <p>Previous experience of working in an IT support role.</p> <p>Be able to demonstrate IT related problem-solving skills.</p> <p>Working knowledge of IT infrastructure support working across a range of up to date technologies including desktop/laptop/printer hardware, Office 365, Exchange, Windows 10, Active Directory, Apple OSX and iOS, deployment technologies SCCM/WSUS/MDT.</p>	<p><b>Experience</b></p> <p>Understanding of Networks, including topography.</p> <p>An understanding of how to carry out patching in a server room/office.</p>
<p><b>Skills / Knowledge</b></p> <p>Behaves in a professional manner at all times.</p> <p>Exhibits commercial awareness.</p> <p>Excellent face to face communication skills.</p> <p>Good telephone communication skills.</p> <p>Good written communication skills.</p> <p>Operates well un-supervised.</p> <p>Ability to supervise other less experienced team members.</p> <p>Assesses risks effectively and the implications of his/her actions/advice to Littlefish and customer.</p>	<p><b>Skills / Knowledge</b></p> <p>Good awareness of the role of support services in front line delivery.</p>

<p>Prioritises tasks to achieve SLA's.</p> <p>Takes ownership willingly.</p> <p>Able to remain calm under pressure.</p> <p>Manages customer's expectations effectively.</p> <p>Can explain highly complex technical issues in "lay-man's" terms.</p> <p>Proficient fault finder and problem solver.</p> <p>Flexible and adaptable to changing environments.</p>	
<p><b>Aptitudes and Attributes</b></p> <p>Is proactively innovative.</p> <p>Is logical in approach.</p> <p>Takes a long-term view.</p> <p>Is helpful, fair and demonstrates a "give and take" attitude.</p> <p>Good timekeeper.</p> <p>Demonstrates mutual respect for own and other team members.</p> <p>Works as part of a team.</p>	<p><b>Aptitudes and Attributes</b></p>

## Document Control

<b>File Name</b>	Job Description Template Employee (Onsite Support Engineer)
<b>Author</b>	Toby Aldous
<b>Status</b>	Released
<b>Classification</b>	Private
<b>Location</b>	HR Hub

## Version Control

<b>Version</b>	<b>Author</b>	<b>Change</b>	<b>Date</b>
0.00	Toby Aldous	Released	10.11.20

## Job Levels

<b>Career Framework</b>	<b>Front Line Teams</b>
<b>Definition</b>	Brings fundamental knowledge in own area of specialism and works in a customer facing environment
<b>Contribution to Success</b>	Works autonomously to deliver their own output or service based on specific standard or guidelines within their set department
<b>Communication</b>	These roles ensure that our services are provided to our customers / internal stakeholders
<b>Expertise</b>	Will follow well established work routines with skills gained through job related training and considerable work experience within specific department. May start to develop skills within a professional qualification
<b>Leadership</b>	Will receive direct supervision from their departmental line manager, usually a Team Manager or Manager
<b>Values Statement</b>	Demonstrates excellent behaviours in line with our values. Is encouraging and optimistic with colleagues and consistently strives to be a great team contributor

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