

Job Title	Senior Service Desk Engineer
Department	Service Desk
Location	Nottingham/Sheffield
Reports to	Service Desk Team Leader
Staff Responsibility	None
General Overview of position	<p>As well as normal Service Desk Engineer duties, the role will provide a senior escalation and contact point to improve the quality and service provided by the POD and aid the Team Leader with technical advice and coaching to ensure successful management of the Service Desk.</p>
Main duties & responsibilities	<ul style="list-style-type: none"> • Act as a senior engineer within a team to showcase best practice and provide guidance and leadership within the POD <ul style="list-style-type: none"> ○ Demonstrates behaviour standards and sets the standard within the team. ○ Support knowledge transfer and training activities during onboarding of new customers, and supplement the POD primary post go live during ELS period and beyond. ○ Be deployed to other PODs to act as an expert service desk engineer to identify and troubleshoot potential issues from within. • Investigation into recurring or frequent incidents to identify potential opportunities to reduce incoming volume <ul style="list-style-type: none"> ○ Proactively identify and follow up on opportunities for automation or scripting solutions to reduce repeat incidents. ○ Working alongside Service Management and Service Delivery teams to investigate and implement potential service improvements. • Mentoring and coaching the junior members of the team and acting as a technical escalation point. <ul style="list-style-type: none"> ○ Owning and delivering the POD training plans ○ Developing and creating bespoke training material for new processes or changes to existing processes. ○ Training, shadowing and side by side coaching of new starters.

	<ul style="list-style-type: none">○ Providing an “In team” escalation route for technical issues.● Proactive checking of engineer incidents and requests to improve documentation and troubleshooting standards.<ul style="list-style-type: none">○ Conducts regular quality checks including ticket reviews and call listening/coaching○ Monitor and validate tickets passed on to other departments i.e. Infrastructure, Deskside teams and ensuring correct templates are used and confirming good troubleshooting and documentation standards● Aiding with ticket management, monitoring breach status and open backlog.<ul style="list-style-type: none">○ Ensuring smooth progression of tickets through the service desk, from unclaimed until resolved/closed.○ Monitoring and highlighting tickets close to breach and currently breached and ensuring resolution within SLA.○ Working with Team Leader to reduce/maintain overall open ticket volume● Management of knowledgebases and articles, including reviewing new knowledge, retiring old knowledge and updating current knowledge. First point of contact for Knowledge Manager. To include<ul style="list-style-type: none">○ Management of input into the knowledge lifecycle○ Writing documentation and knowledge articles to a high standard.○ Highlighting and closing knowledge gaps● Escalation point in absence of the Team Leader for Incident/Request Management for the following.<ul style="list-style-type: none">○ Aged tickets○ Quality issues○ Urgent escalations○ Contacting customers who have left poor feedback for unresolved issues <p>Aiding engineers with stuck tickets, or those that have breached or are due to breach.</p> <p>ISO Accreditations: 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>Equality, Diversity and Inclusion: It is expected that you will actively promote and embed Equality, Diversity and Inclusion (EDI) in all your work and support and comply with all organisational initiatives, policies and procedures on EDI.</p>
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Other duties	Other such reasonable duties within the general scope of the job role, at the Line Manager's direction.
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Person Specification

Essential	Desirable
<ul style="list-style-type: none"> • Evidence of ongoing learning and development • Minimum 2 years experience on a Technical Service Desk • Previous experience demonstrating leadership • Experience writing technical documentation • Problem solving • Quality checking • Understanding of telephony platforms • Knowledge of ITSM tools i.e. Heat/Service Now • Excellent written and verbal communication • Able to manage time and work under pressure to tight deadlines • Able to manage the demands of numerous tasks • Able to work on own initiative and within a team environment • Self-motivator and able to motivate others • Diplomatic when faced with issues • May occasionally be required to travel on company business ad-hoc basis 	<ul style="list-style-type: none"> • ITIL • Progression through the LF Academy SD Track. • Any other relevant qualifications • Experience of POD primary role • Experience of working in a multi client environment • Business experienced gained in Service Management and/or technical delivery roles, across a range of customers. • Powershell experience • Experience using LF tools (LFL, Datto, RingCentral, • Able to manage self and others during pressured situations • Ability to read and understand management information/reporting • Able to manage expectations of multiple competing stakeholders • Ability to produce and comment on management information/reporting

Document Control

File Name	Senior Service Desk Engineer
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Status	Live
Classification	Private
Location	HR Hub

Version Control

Version	Author	Change	Date
1.0		Template change	February 2021

Job Levels

Career Framework	Front Line Teams
Definition	Brings fundamental knowledge in own area of specialism and works in a customer facing environment
Contribution to Success	Works autonomously to deliver their own output or service based on specific standard or guidelines within their set department
Communication	These roles ensure that our services are provided to our customers / internal stakeholders
Expertise	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
Leadership	Will receive direct supervision from their departmental line manager, usually a Team Manager or Manager
Values Statement	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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