

Job Title	Service Desk Engineer
Department	Service Desk
Location	Nottingham/Sheffield
Reports to	Service Desk Team Leader
Staff Responsibility	N/A
General Overview of position	<p>The Service Desk Engineer provides effective technical support to Littlefish contract customers. Resolving desktop/laptop/printer/application issues and performing network/server troubleshooting and administration. The Service Desk Engineer communicates effectively with the customer and manages technical queries in line with Littlefish standards and customer specific SLA's.</p>
Main duties & responsibilities	<ul style="list-style-type: none"> - Resolving 1st and 2nd line technical issues over the telephone, via email, or live chat, in a friendly and professional manner for Littlefish customers - Providing exceptional customer service and managing customer experience throughout incident and request lifecycle. - Prioritising, progressing and monitoring IT incidents and requests to ensure they are resolved within the agreed timescales - Working on specific IT projects for customers as directed by the Management team. EG assisting with customer projects, Involvement in larger projects, Onboarding new customers/transitions. - Maintaining and updating the Service Desk knowledgebase - Supporting and training other members of the Service Desk team

<p>Main duties & responsibilities (continued)</p>	<p><i>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.</i></p>
<p>Other duties</p>	<ul style="list-style-type: none"> - Other such reasonable duties within the general scope of the job role, at the line managers direction. - Some travel may be required on company business

Person Specification

Essential	Desirable
<ul style="list-style-type: none"> - Previous experience within a 1st line IT service desk or similar technical role. - Prior experience in troubleshooting and supporting the following technologies - Windows 10, Office 365, Exchange 2010+, Active Directory, Windows Server, Enterprise Networking - Familiarity with the following software and technologies - MS Office Suite, Antivirus technologies - Excellent customer service skills - Excellent written and verbal communication - Ability to work under pressure with competing priorities. - Ability to work independently and prioritise own work to meet tight deadlines - Willing to undertake government security clearance and counter terrorism checks. - Ability to communicate with and manage stakeholder expectations at senior level. 	<ul style="list-style-type: none"> - Previous experience within a 2nd line IT service desk or similar technical role. - Ability to troubleshooting and support the following technologies - MAC OS, Cisco, Microsoft Azure, Microsoft Powershell, - Understanding of ITIL Framework - Microsoft MCSA or equivalent - ITIL Foundation V3/V4 - Comptia A+ or equivalent - Willing to undertake further training to fulfil the requirements of the role

Document Control

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Version Control

Version	Author	Change	Date
1.0	Alec Hughes	Template Change	January 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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