

| | |
|---|---|
| Job Title | Service Desk Engineer (including ML specialisms) |
| Department | Service Desk |
| Location | Nottingham/Sheffield |
| Reports to | Service Desk Team Leader |
| Staff Responsibility | N/A |
| General Overview of position | 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. |
| 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>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> |

| | |
|---------------------|---|
| Other duties | <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. - Previous experience using ITSM case management software - Previous experience using remote support tools to run diagnostics and troubleshooting. - Prior experience in troubleshooting and supporting the following technologies - Windows 10, Office 365 Admin Centre, Active Directory, Windows Server, Enterprise Networks - Familiarity with the following software and technologies - MS Office Suite, Anti Virus, Print, Mobile and Laptop/PC Hardware. - 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, Exchange 2010+, MAC OS, Cisco, Microsoft Azure, Microsoft Powershell - Exposure to or understanding of common enterprise applications for web filtering, mail filtering, MDM, VPN and Cloud Telephony - Understanding of ITIL Framework - Microsoft MSCA/ Modern desktop Foundation or equivalent - ITIL Foundation V3/V4 - Comptia A+ or equivalent - Willing to undertake further training to fulfil the requirements of the role |

Document Control

| | |
|-----------------------|-----------------------|
| File Name | Service Desk Engineer |
| Author | Alec Hughes |
| Status | Live |
| Classification | Private |
| Location | HR Hub |

Version Control

| Version | Author | Change | Date |
|---------|---------------|-----------------------|---------------|
| 1.0 | Alec Hughes | Template Change | January 2021 |
| 1.1 | Alec Hughes | Updated | July 2021 |
| 1.2 | Greg Chambers | Add ML specialisms in | February 2022 |

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 |

Specialisms (Multilingual)

| | |
|--|--|
| <p>General Overview of position</p> | <p>To provide effective desktop support and customer service to Littlefish contract customers, for desktop/laptop/printer/application issues and administration. To communicate effectively with the customer and manage queries in line with Littlefish standards and customer specific SLA's. ROTA Shifts Monday- Friday between 07:00-23:00</p> <p><u>The Service Desk is a multi-lingual service. Language requirements include fluent English, Portuguese, Spanish, German, French and Italian.</u></p> <p><u>Rotated Shifts – Monday to Friday, between 07:00 and 23:00 (based on Customer requirements)</u></p> |
| <p>Main duties & responsibilities</p> | <ul style="list-style-type: none"> • Provide 1st / 2nd Line desktop support and customer services to Littlefish contract customers, in line with personal skill sets. Resolve issues in a competent manner, whilst communicating professionally with the customer and other members of the team. • To prioritize, progress and resolve queries and service requests assigned to the individual in accordance with standard and customer specific service level agreements. • To be responsible for completing specific projects as designated by the Service Management Team. • Make effective use of all personal and team time during any periods of inactivity. • Maintain personal qualifications and skill sets and ensure training is completed in line with business and personal needs. <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> |

| | |
|---------------------|--|
| Other duties | Other such reasonable duties within the general scope of the job role, at the team/ line managers direction. |
|---------------------|--|

Person Specification

| Essential | Desirable |
|--|---|
| <p>Education/Qualifications:</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>Experience:</p> <p>Previous experience of working in a Service Desk/ Customer Services support role.</p> <p>Be able to demonstrate IT related problem-solving skills</p> <p>IT desktop support working across a range of technologies including Office 365, Exchange 2013, Windows 8 &10, and Active Directory.</p> <p>Demonstrate collective responsibility and individual accountability:</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>Prioritises tasks to achieve SLA's</p> <p>Deliver on commitments:</p> <p>Takes ownership willingly</p> | <p>Education/Qualifications:</p> <p>Customer Services Qualification.</p> <p>Any Relevant Microsoft Certifications.</p> |

| | |
|---|--|
| <p>Able to remain calm under pressure Manages customer's expectations effectively Can explain highly complex technical issues in "lay-man's" terms Proficient fault finder and problem solver. Flexible and adaptable to changing environments</p> <p>Strive to be flexible:</p> <p>Willing to work flexible hours as and when the need arises to cover shift patterns</p> <p>Show mutual respect:</p> <p>Is proactively innovative Is logical in approach Takes a long term view Is helpful, fair and demonstrates a "give and take" attitude. Good time keeper Demonstrates mutual respect for own and other team members Works as part of a team</p> | |
|---|--|

littlefish

managed IT services

www.littlefish.co.uk



0344 848 4441



HR@littlefish.co.uk



Littlefish UK, Price House, 37 Stoney Street, Nottingham NG1 1LS @Littlefishuk



Littlefish (UK) Ltd



@Littlefishuk



@Littlefish_UK
