

Job Description

Role: 1st Line Support Engineer
Department: Managed Services
Reporting to: Service Delivery Manager

European Electronique:

At European Electronique (EE), we believe in the transformative power of technology. As a top 100 VAR established in 1987, we have a long-standing reputation for delivering successful IT projects across both public and private sectors. As part of our Managed Service provision we work with U18, HE & FE education providers to ensure seamless end to end on site IT delivery.

Job Profile:

This role will be based at a prestigious independent school in Reading, Berkshire. You would be joining our Network Manager and IT apprentice to ensure excellence and reliability of the entire IT portfolio. This is a unique role, as the hours of work are Term Time only + 2 weeks.

You will contribute to the provision of customer focused, cost effective IT support services, supporting students, teaching and administrative staff. The applicant will be responsible for maintaining effective service delivery standards and will provide hardware and software support to the IT department in order to ensure a high standard of service to students and staff.

Key Responsibilities:

- To provide a professional first line technical advisory and diagnostic support service to both staff and students within a Service Desk environment.
- To ensure that all reported technical issues are dealt with professionally and competently and that they are recorded on the Service Management System (ConnectWise) and are resolved within the customers Service Level Agreement.
- To provide an effective communication interface between the school and various groups within European Electronique.
- To report and manage any incident that requires the services of a third-party organisation.
- To monitor/manage call queues to ensure that support calls are being escalated and resolved within agreed SLA's
- To action any asset change in compliance with the Change Control Procedure
- To complete additional ad hoc project work, as required
- To assist the Network Manager by carrying out reasonable requests for additional duties as and when required.
- To make recommendations on potential improvements to working practices and performance to improve service levels and customer satisfaction.
- To contribute to EE's solution library of fixes to common issues.
- To keep the working area clean & tidy at all times
- Ensure compliance with ISO & Health & Safety policies and procedures

Key Requirements:

- Good working knowledge of Microsoft Desktop Operating Systems and applications is essential.
- Good working knowledge of Active Directory and Group Policy.
- Good understanding of TCP/IP, DNS, DHCP and VLANs.
- Experience of using a ticket management system and working to SLAs.
- At least two years' experience within the education sector is preferred.

Interpersonal and communications skills

- Excellent verbal and written communication skills along with outstanding customer service skills.
- Pro-active approach to work.
- Ability to communicate complex technical issues to non-technical staff and pupils.
- Be able to work unsupervised, on own initiative.

Candidates must be located within an easy commute to school.

Full RTW essential.

An enhanced DBS is a requirement of this role.

Previous candidates need not apply.

If this sounds like your next role, please do get in touch (louise.gough@euroele.com). We look forward to working with you!