

GLF Onsite Engineer GLF Schools - Job Description

Job Title:	Onsite Engineer	Job Code:	GLF/IT-OE
Location:	Epsom	Travel Required:	Yes
Summary			
- To provide first and second line technical support. You will work at one of our secondary schools based within Epsom (subject to change), you may be asked to work within any of the schools we support due to our continued growth. There is also a requirement to remotely support other schools. - You will be working on service desk calls both onsite and remotely, therefore hands on experience is required. - You will require an aptitude for working with applications and systems to undertake analysis, diagnosis and resolutions of incidents. This is varied role which offers a unique opportunity for career development. - A friendly and professional manner is essential with a willingness to go that extra mile to provide a service that exceeds expectation. You will be the interface between the client and us, you are the “face” of GLF IT Services within the school.			
Responsibilities			
- Resolution of first and second line incidents within agreed response times - Connect, setup and check computers and peripherals for normal operation - Detect, diagnose and resolve computer, peripheral and application errors - Complete regular checks of equipment - Install new hardware, repair current hardware and reload software on desktops/laptops following release management procedures - Always ensure that all new deployments, repairs and fixes are fully tested - Make sure all requests for support, new projects/purchases or major changes are recorded on the Service Desk - Investigate requests for support; record diagnostic information, retrieve details of similar requests and either resolve or escalate to the appropriate level - Respond to support requests within agreed timeframes, recording detailed diagnostic information and using appropriate knowledgebase/logs to inform diagnosis and resolution - Determine whether an immediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible			

- Ensure that requests are responded, fixed or escalated within agreed response times
- Coverage for absence of other team members as required
- Provide a high level of first time fix
- Provide basic user training as required
- Ensuring regular communication updates are provided to the customer until incidents are resolved
- Other duties as required

Other

- Working hours are 36 hours per week, 52 weeks a year.
- Working hours are those worked onsite and not spent travelling, this is expected as part of the role and has been reflected in the salary grade
- Annual leave must be taken to suit the needs of the business with a maximum of 50% of the entitlement to be taken during term time (with prior agreement).
- Attend team meetings (outside of normal working hours)
- Expected to travel so must have a full clean UK driving license and own vehicle (mileage allowance applicable)

Accountability

- Accountable to the Area Manager
- GLF Schools expects its employees to work flexibly with the framework of the duties and responsibilities above. This means that the post holder may be expected to carry out work that is not specified in the job profile but which is within the remit of the duties and responsibilities

Safeguarding

- GLF Schools is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will have to meet the person specification and will be required to apply for a DBS disclosure. We particularly welcome applicants from under- represented groups including those based on ethnicity, gender, transgender, age, disability, sexual orientation or religion.