**Job Title**

**IT Support Engineer**

**Reporting To**

IT Manager

**Role Purpose**

This role is responsible for providing technical support across the organisation, resolving support tickets, assisting users with queries, and contributing to the delivery of IT projects. The post holder will support hybrid infrastructure environments, including Windows and macOS systems, SaaS platforms, and networking components.

The role requires strong communication and customer service skills, with the ability to prioritise tasks, follow change control procedures, and collaborate with internal teams. While not a management role, the position involves presenting workloads, supporting delivery, and contributing to continuous improvement initiatives.

**Key Responsibilities**

* Prioritise and resolve support tickets, escalating when necessary.
* Provide end-user support across hardware, software, and operating systems.
* Follow and create change control requests for CAB approval.
* Assist in the delivery of IT projects and attend IT review meetings.
* Provide administrative and technical support to the IT Manager.
* Monitor quality of work and report findings.
* Identify and communicate training needs where appropriate.
* Ensure compliance with company standards and procedures.

**Required Experience**

* Previous experience in IT helpdesk or technical support roles.
* Strong customer service and communication skills.
* Ability to troubleshoot hardware and software issues.
* Experience supporting Windows and macOS environments.
* Familiarity with Microsoft 365, SharePoint, and endpoint management.
* Ability to work independently, manage multiple tasks, and remain calm under pressure.

**Desirable Skills & Knowledge**

* Networking fundamentals (routing, switching, firewalls).
* Experience with Azure networking and Microsoft Azure services.
* Knowledge of Fortinet, HP, or Meraki networking equipment.
* SharePoint administration and Microsoft Endpoint Manager.
* Backup systems and disaster recovery procedures.
* Software installation, configuration, and support.
* Valid driving licence (advantageous).

**Key Performance Indicators (KPIs)**

* Ticket resolution time and user satisfaction ratings.
* Accuracy and completeness of change control documentation.
* Contribution to project delivery and IT initiatives.
* Quality of support provided and feedback from stakeholders.
* Identification and resolution of recurring issues.

**SFIA 9 Skill Alignment**

| **Skill** | **Code** | **Level** | **Description** |
| --- | --- | --- | --- |
| **IT Support** | ITSP | 3–4 | Provides technical support and resolves user issues. |
| **Incident Management** | USUP | 3–4 | Manages and escalates support tickets effectively. |
| **Configuration Management** | CFMG | 3 | Maintains system configurations and supports change control. |
| **System Software** | SYSP | 3 | Supports operating systems and software environments. |
| **Network Support** | NTAS | 3 | Assists with network troubleshooting and device support. |
| **Customer Service Support** | CSMG | 3–4 | Delivers high-quality service to internal users. |
| **Problem Management** | PBMG | 3 | Identifies and resolves recurring technical issues. |
| **Change Management** | CHMG | 3 | Supports change control processes and documentation. |