



## Technical Support Engineer. Job Description.



## CONTENTS

<b>1. Reporting to</b>	<b>3</b>
<b>2. Scope of role</b>	<b>3</b>
<b>3. Main responsibilities</b>	<b>3</b>
<b>4. Key skills and experience</b>	<b>4</b>
<b>5. Key behaviours</b>	<b>5</b>

This job description sets out the scope of the role of Technical Support Engineer at Fresh Egg, together with the main duties of the post at the date when it was completed. It does not include or define all tasks which the post holder may be expected to carry out. Duties may vary from time to time without changing the nature of the post or the level of responsibility. The post holder may also be required to carry out any other duties as required by their line manager.

### 1. Reporting to

Senior Technical Support Engineer

### 2. Scope of role

To provide 1<sup>st</sup> and 2<sup>nd</sup> line technical support across the company, servicing both internal and external customers. To help with the daily operation of the technical infrastructure and to continually innovate in order to ensure the department is offering and delivering the best level of service at all times.

### 3. Main responsibilities

#### Internal Technical Support

- To work closely with all departments, but specifically, Client Delivery, Web Development, Design and SEO to fulfil their technical service requirements.
- To provide desktop, laptop and mobile device support (both hardware and software) to end users via support tickets.
- Management of new and outstanding support tickets – to include;
  - The prioritisation of tickets.
  - The scoring / weighting of tickets.
  - The assigning of tickets.
  - Taking ownership of tickets and seeing the ticket through to closure.
  - To hit the daily/monthly target of support ticket closures (based on weight / score).
- To assist the Senior Technical Support Engineer and IT Director with the daily operation of the technical infrastructure;
  - To provide support to server technologies (both hardware and software).
  - To provide support to networking technologies (both hardware and software).
  - To provide support to communication technologies (both hardware and software).
- To perform low level administrative duties;
  - Domain Name Management.
  - SSL Certificate Management.
  - Regular updating and reconciliation of Asset Management system.
  - Scheduling of teleconferences, webinars and video conferences.
  - Creation of new and maintaining of existing server and system.
  - Creation of new and maintaining of existing flows and process charts.
- To assist staff with the testing of internal applications.
- To deliver inductions to new members of staff.
- Prepared to work outside of normal business hours;
  - On an unscheduled basis to help resolve a technical operational issue.

- On a scheduled basis to assist with system maintenance.

### External Technical Support

- Domain Name Management.
- SSL Certificate Management.
- Deployment of new and migration of existing customer websites.
- Configuration of web hosting environments.
- Troubleshooting of web hosting environments.
- Provide technical expertise, recommendations and assistance for new client projects.
- Liaise with customers via telephone and email in a professional and emphatic manner.

## 4. Key skills and experience

- 2+ years of experience in a busy and customer orientated environment.
- 2+ years of service/help desk experience.
- Can efficiently organise and prioritise tasks.
- 2+ years experience in 1<sup>st</sup> and 2<sup>nd</sup> line technical support.
- Can confidently identify and solve technical problems unaided and in a timely fashion.
- Possess excellent communication skills – both written and verbally.
- Able to work as part of a team or alone.
- Confident when dealing with staff and customers at a senior/director level.
- 2+ years of experience with Microsoft desktop and server operating systems;
  - Proven ability of deploying, configuring, troubleshooting and recovering.
  - XP, Vista, 7 and 8 (all variations).
  - W2003, W2008, W2012 (all variations).
- 2+ years of experience with Microsoft desktop applications;
  - MS Office Suite (all versions and all products within).
  - Office 365.
- 2+ years experience of troubleshooting and repairing desktop and server hardware.
- Possess a beginner to intermediate knowledge of Active Directory and have at least 2 years experience of working with Active Directory.
- 2+ years of experience with network technologies;
  - DNS / DHCP / VLAN / STATIC ROUTING.
  - As stand alone products or as part of an AD Domain.
- 2+ years of experience with www hosting technologies;
  - IIS / Apache
  - MS SQL Server / MySQL
  - SMT / POP / IMAP
  - PHP / .NET
- 2+ years of experience with Microsoft Exchange (all versions).
- 2+ years of experience with virtualisation products (both desktop and server based);
  - VMWare vSphere / Citrix XenServer
  - VirtualBox

- Basic knowledge of SAN technologies (some experience preferable).
  
- At least 12 months of experience with network hardware;
  - Firewall Administration (Cisco ASA preferable).
  - Managed / Unmanaged Switching.
- At least 12 months experience of VOIP telecommunications technology;
  - Administration of SIP trunks.
  - Administration of PBX products.
- MSDN certification (preferable although not required).

#### 5. Key behaviours

- Bright, motivated and driven, with a thirst for digital knowledge.
- Business focused.
- Customer focused.
- Personable.
- Enjoy knowledge sharing and networking.
- Enthusiastic, analytical, creative, innovative and confident.
- Reliable, trustworthy, flexible and cooperative.