

Job Title:	Service Desk S2 Engineer
Division:	Managed Services
Date:	September 2020
Location:	Jigsaw24 HQ, Nottingham

KEY PURPOSE OF ROLE:

- Reporting to the Service Desk Manager, the S2 Engineer supports our Managed Services customers, handling incidents and requests escalated by the S1 team as well as proactive tasks that contribute to the efficient and effective management of our customer's IT concerns.
- They are expected to provide a very high standard of customer service, setting the standard for junior team members. Utilising excellent communication skills, they are expected to diagnose faults and complete requests within contracted SLAs.
- The role is based at Jigsaw24 Nottingham and will require working to a rota (7.5 hour shifts within the hours of 8.30am and 6.00pm, Monday to Friday). Some occasional travel may be required.
- The S2 role requires being on rota for an out of hours on-call duty, covering 6.00pm to 8.30am Monday to Thursday, 6.00pm Friday to 8.30am Monday, and including bank holidays. The expectation is for occasional calls to this service, on which some triage, escalation or planning for in-hours progression is offered to the customer as needed.
- As an S2 Engineer, there is an expectation to pursue one's own development objectives via self-study, keep abreast of current technology and research it as appropriate, as well as undertake any training required by Jigsaw24.

KEY DUTIES AND RESPONSIBILITIES:

- Ensure that incidents and requests are resolved within SLA.
- Provide an effective, professional response to reported incidents and requests.
- Provide technical assistance and training as requested to internal and external customers.
- Ensure that all work undertaken is logged and maintained effectively throughout the lifecycle of the case.
- Disseminate technical updates to other members of the service desk.
- Provide reporting as necessary on technical issues or problem analysis.
- Participate in projects and other chargeable activities as required.
- Ensure excellent standards of communication with the customer, adhering to KCI principles.
- Maintain accurate case notes, using appropriate templates.
- Be familiar with and use processes and tools as mandated.

- Where appropriate, provide general advice and guidance to customers.
- Where required, escalate incidents and requests to appropriate internal or external parties, managing/working with them through to resolution.
- Advocate the highest possible standards of customer service.
- Support departmental and team objectives and contribute to improvement initiatives.
- Maximise personal KPIs and Call and Case quality assessments.
- Contribute to team knowledge, submitting articles and highlighting missing/incomplete areas.
- Maintain relationships with interfacing teams using a collaborative approach to problem solving.

SKILLS AND QUALITIES

- Use of customer soft skills; empathise with users, display active listening skills, have a polite and friendly telephone manner.
- Managing successful delivery and stakeholder expectations, while working in a fast-paced environment and to tight deadlines, budgets and resources.
- Articulate, methodical, numerate and literate.
- Experienced with Salesforce case handling.
- Demonstrable knowledge of all leading Apple and Microsoft products.
- Technical support knowledge of Apple and Microsoft OS products.
- Technical support knowledge of various Microsoft products, including AD, Azure and 365.
- Capable of administering Microsoft Windows Active Directory/System Centre components.
- Desirable qualifications (or commitment to working towards):
 - MCSA or ICND.
 - Jamf Certified Admin (Jamf 300).
 - ITIL Foundation v3.

MANDATORY REQUIREMENTS OF THE JOB HOLDER:

- Required qualifications:
 - Apple Certified Associate.
 - Apple Certified Support Professional.
 - Jamf Certified Tech (Jamf 200).
- Work well under pressure, use good time management and be a good team worker, with the ability to multi-task.
- Be punctual and tenacious; demonstrate perseverance and use of initiative.
- Display a strong diagnostic approach, with attention to detail and effective fault-finding techniques.
- Take ownership of difficult cases and escalations, working to own initiative and in co-operation with any relevant internal or external partners to drive resolution.
- Maintain professional standards of quality of work, personal presentation and personal conduct, projecting a professional image at all times.
- Ensure permission is obtained before incurring costs for which the Company is expected to provide reimbursement.
- Support any other activity requested by the Management team.