

Job Title: Information Communication Engineer

Department: Information Technology **Hours:** 45

Location: Primarily Bow E3 may be required at any Medical Services Site.

Responsible to: IT Director

Purpose of job: Will manage various systems on site & will be responsible for driving performance against agreed Service Level Agreements.

Main Duties and Responsibilities:

1. Work on-line as team but will be responsible for on site support at location & be able to problem solve and meet and appropriate qualitative standards.
2. As part of a team develop and implement robust processes to ensure that a high quality service is provided to both internal and external customers
3. Implement methodologies to improve first call resolution.
4. Comply with and develop an enhanced reporting structure which ensures the early identification of product faults ensures minimum risk to the business
5. Analyse help desk activity and make recommendations for increased organisational efficiency and effectiveness
6. Experience supporting Cisco / VPN / Firewalls / etc) Windows 2003 / 2008 server installation / maintenance, Exchange Server 2007, Active Directory and SQL 2005 / 2008. Key responsibilities include: resolving first - line support issues, troubleshooting servers, desktops, laptops and network devices, work alongside the infrastructure manager on project-based work and generate new procedures / documentation to prevent its recurrence. In return the successful candidate will receive a competitive -.
7. Share on-call responsibilities with colleagues from 2 other matching sites
8. Ensure that regular training and appraisals are provided to staff to ensure that each member of the team is able to provide the best level of customer support.
9. Experience of digital telephone switches, mobile data applications advantageous

Skills/Attributes Required

- Experience of managing a team within a Helpdesk environment.
- Thorough knowledge of Windows operating systems (Windows XP and 2003)
- ITIL certification is desirable
- Demonstrable evidence of influencing positive change within a helpdesk environment.
- Ability to lead teams effectively both through structured coaching and delivering by example.
- Thorough knowledge of helpdesk operations to include a good knowledge of IT best practices, industry trends and customer service.
- A good awareness of software providers within the IT Helpdesk marketplace.
Excellent written and verbal communication skills.