



Job Description

Role: 2nd Line Engineer

About Smartdesc

Established in 2011, [Smartdesc](#) is a successful and rapidly growing Managed Service Provider (MSP) providing high quality IT services, support, application development, strategy and project and programme management to a wide portfolio of clients.

Our focus is transparency and we work just as hard on building relationships as we do on providing IT solutions. Our highly experienced team of IT professionals and experts believe that technology should bring organisations closer together.

We firmly believe that managed properly, IT can transform an organisation by enabling;

- Proactive Communication
- Cost control and efficiency
- Insight and Innovation
- Smart and productive working practices
- Secure, compliant and resilient systems

Team members at Smartdesc are carefully chosen for their ability, attitude, communication skills and experience. Successful candidates deliver exceptional customer support through effort, integrity and honesty. Smartdesc deliver ethical, transparent and customer focused IT services; new team members are carefully selected to ensure they enhance the Smartdesc ethos.

Just being highly technically qualified is not enough; each of our team members must be able to talk both in technical and - more importantly - layman's terms to our customer base. Customers are always treated with the upmost respect and Smartdesc team members care deeply about delivering outstanding customer experience.

The Role

As a 2nd Line engineer, you will work at the front line and represent the business through daily face to face communication with clients. You will develop and build strong trusted relationships with our client base by providing excellent IT support through regular communication and customer service.

Smartdesc places a strong emphasis on being proactive as well providing a high-quality service – setting us apart from our competitors. To achieve this, you will work with your colleagues to help deliver IT improvements and recommendations throughout our client base.

The 2nd Line engineer role is highly technical and excellent customer service skills is a key requirement. Engineers are expected to be able to take ownership of issues and requests and see issues through to resolution or escalate if required. Strong communication skills are essential in keeping clients updated either through written or verbal updates.

The role will work closely with our IT Managers and Customer Experience Manager, as well as our Professional Services team who deliver projects and change, and our IT Security team, who focus on ensuring clients data and networks are secure.

The role is highly customer facing and engineers will have direct engagements with clients through onsite support, remote support, walk-ins, telephone and email. All issues and service requests are raised through a ticketing system and the engineer is responsible for managing and prioritising their own tickets and workload, while also ensuring they are adhering to the SLA response and resolution deadlines.



the role

Technical Skills:

The 2nd line engineer must have strong technical skills with a good ability to fault find and problem solve under pressure.

- A minimum of two years' experience in a similar role
- Strong working knowledge of Office 365 both on premise and cloud
- Previous experience and knowledge of ticketing systems (Preferably ITIL Framework)
- Working knowledge of Microsoft Azure including Remote Desktop Services
- Working knowledge of Microsoft technologies – Server / Exchange / Active Directory
- Knowledge of security technologies and toolsets such as monitoring & McAfee EPO
- Knowledge of networking infrastructure – LAN / WAN / DNS / Firewalls etc.

Performance Skills:

- Exceptional communication is at the heart of this role. Client facing customer service skills, both inside and outside of the company, is essential to instil trust in clients.
- 'Can do' positive attitude to any situation, with the ability to resolve customer problems and requests promptly and efficiently.
- Ability to spot opportunities and improvements that will benefit the end user experience and taking this forward with senior colleagues via suggestions and recommendations.
- Experience working for the Charity and Non-Profit sector is an advantage.

Key Performance Indicators

- Ensuring clients remain happy with the service they are receiving, through providing excellent customer service and communication – 90% feedback score should be achieved.
- Adherence to client response and resolution SLA's – 90% score should be achieved.
- Supporting colleagues through training and knowledge sharing.
- Assisting with projects and seeing these through to completion / delivery.
- Pro-actively working with clients to help them recognise more efficient ways of working and improving the end user IT experience.
- Regular monthly meetings with the onsite IT manager to review the current IT processes and where applicable defining these through documentation & process mapping.

Hours of work & location:

- The role will involve travel to customer sites mainly within London.
- When not required at customer site, our staff can work from the Smartdesc London office and from home.
- Core hours are 9:00 to 17:30 Monday to Friday. Occasional evening or weekend work may be required during go live / deployment windows, but this is the exception not the norm – Smartdesc places a strong emphasis on work/life balance.

How to apply

Please send you CV and a covering letter to nocsmartdesc@smartdesc.co.uk **No Agencies.**