JOB DESCRIPTION

ROLE:	2nd line Technical Engineer, full-time.
REPORTING TO:	Service Delivery Manager
LOCATION:	Combination of on-site, office, and remote. Involves travel to Customer offices mainly in Central London, and Smartdesc's office in Central London.
TO APPLY:	**Click here:** [2nd line engineer in East London (E1)	Smartdesc - CWJobs](#)
INTERVIEW PROCESS:	After the closing date, Smartdesc will shortlist candidates for interview. Smartdesc is an equal opportunities employer.
CLOSING DATE:	15th June 2021.

ABOUT SMARTDESC

Smartdesc are a modern and innovative IT Managed Services Provider (MSP) delivering a wide range of IT and Consultancy services to private companies and charities in the UK. Our staff are split across two countries, the UK and Greece. On-site and project delivery services are run from the UK, with 1st, 2nd and some 3rd line technical support being delivered from our Greek office near Thessaloniki.

Smartdesc focus on delivering services to an extremely high quality, efficiently, and affordably. This has driven our success. Since incorporation in 2012 we have grown to over 35 staff and are projected to have a £3M turnover in our current Financial Year. Staff who choose to work for Smartdesc are of the highest quality, and one of the main reasons for our success. We invest in our staff which leads to a very high staff retention rate of 98%.

OUR VALUES

This is what is important to Smartdesc and how we work:

- Be led by the Customer mission.
- Collaborate fast & efficiently.
- Care about people.
- Innovate & Improve.
- Love problem solving.
- Take responsibility, show initiative & act with integrity.

WHY PEOPLE CHOOSE TO WORK FOR SMARTDESC

- Fast, long-term career development. Smartdesc invest in our staff through training, both e-learning (Pluralsight), labs, and exams, an annual personal development plan (PDP), mentoring, and a strong support framework from colleagues, managers and HR. We want our staff to evolve and grow with the company.
- Technology. Smartdesc work hard to lead our competitors in bringing new technologies to market. Staff at Smartdesc are exposed to the latest technologies so they can understand and share the benefits of those technologies with our customers.
- Wellbeing. Smartdesc invest in Workplace Wellbeing and are aligning to the Mind Workplace Wellbeing Index (https://www.mind.org.uk/workplace/workplace-wellbeing-index/).
- Benefits. Smartdesc pay good salaries with annual bonus active after 12 months based on company performance. Salaries are reviewed in line with PDP goals.
- Transparent approach: staff are provided with clear and fair KPIs on how their performance will be measured, and how they measure that of their colleagues. We encourage learning proactively and ensure that mistakes are similarly an opportunity to learn.
- Responsibilities: We encourage staff to develop their responsibilities and work independently and proactively, with their support network available when required.

JOB DESCRIPTION

- <u>Remote working</u>: staff have the option of working at home for two days per week *(note – increased work from home arrangements are in place during the COVID-19 pandemic*

JOB DESCRIPTION

ROLE INFORMATION

The 2nd Line engineer role is the front line of Smartdesc, you will 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.

You will be responsible for onsite service desk support and field engineer services to our London based clients:

- Resolving onsite IT malfunctions
- Assistance with Projects & Migrations
- Managed service desk support onsite & remotely

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

The 2nd Line engineer role is highly technical with a key requirement of good customer service skills. Engineers are expected to be able to take ownership of issues & requests and see it through to resolution or escalation 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, 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 prioritizing their own tickets and workload, while also ensuring they are adhering to the SLA response and resolution deadlines.

TECHNICAL SKILLS

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

- 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.
- Experience working as an onsite IT Field Engineer

JOB DESCRIPTION

NON-TECHNICAL 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 non-profit sector an advantage.

KEY PERFORMANCE INDICATORS (KPIs)

- 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, knowledge sharing and knowledge base.
- 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.

RESPONSIBILITIES

Staff at Smartdesc are empowered to be responsible for their workload and are supported through a combination of coaching, monitoring, and learning. Responsibilities, for all staff, include:

- Working independently: after the initial training period, the postholder will be responsible for delivery of their tasks. This will be measured through the KPIs detailed in this Job Description.
- Delivering a high quality of work: all work accurate and delivered to a high standard.
- Delivery of a professional and consistent service.
- Adherence to Smartdesc Policies and Procedures.
- Adherence to Smartdesc values.

JOB CIRCUMSTANCES

- 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 9:30 to 18:00 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.