

Job Description	
Job Title:	Senior Systems Engineer – Level 3
Practice / Team	Support Services / Field Support Team
Reporting Structure	Field Support Team Leader (Line Manager) > Service Manager > Technical Director
Purpose of Position	Providing high level onsite and remote IT technical liaison, Software & Hardware Support, and project support to our customers, with responsibility for the lifecycle of Incidents and Problems. The position will require close working with all Teams in all levels of Technical Support and Engineering.
Key Tasks	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Resolving Incidents and Problems both directly from customers and through Technical Escalation <input checked="" type="checkbox"/> Using existing skills and knowledge as well as appropriate support resources to find resolution to customer Incidents <input checked="" type="checkbox"/> Implementing fixes and solutions where appropriate, either via discussing directly with customer, via email, via remote control or onsite <input checked="" type="checkbox"/> Fault diagnosis and repair of client PC, Printer, Server & Network hardware. <input checked="" type="checkbox"/> Upgrading hardware components and Firmware <input checked="" type="checkbox"/> To work within contract specific SLA's <input checked="" type="checkbox"/> Escalating calls to Vendor. <input checked="" type="checkbox"/> Attending customer sites to implement fixes <input checked="" type="checkbox"/> Attending customer sites to perform proactive support tasks and post installation hand over <input checked="" type="checkbox"/> Provide pro-active Management through checking manufacturer web sites, product updates & testing and producing KB Articles and Bulletins <input checked="" type="checkbox"/> Providing Technical assistance and pre-sales support to the Service Delivery team with Service Improvement Plans <input checked="" type="checkbox"/> Maintaining high level vendor specific IT certifications as required
Skills and Experience	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Good experience in IT Support and Customer facing environment <input checked="" type="checkbox"/> Excellent analytical and troubleshooting skills for problem resolution <input checked="" type="checkbox"/> Good literacy and report writing skills and be able to provide examples from previous IT Projects where appropriate <input checked="" type="checkbox"/> Excellent interpersonal and verbal communication skills and the ability to generate strong and lasting relationships with our customers <input checked="" type="checkbox"/> Should hold the minimum of a current Cisco CCNA Certification and have an excellent understanding of Networks, Protocols, Wireless and Internet Technologies. <input checked="" type="checkbox"/> Should hold a current Microsoft MCSE qualification or be able to demonstrate a similar level of knowledge of Microsoft Server and desktop products <input checked="" type="checkbox"/> Current HP APS / EMC / VMWare qualification(s) would be desirable, however base knowledge of some of these products is essential as further training will be given. <input checked="" type="checkbox"/> Awareness of ISO / BSI and ITIL frameworks. <input checked="" type="checkbox"/> Awareness of working with Service Level Agreements <input checked="" type="checkbox"/> Full UK driving licence is required
Working Environment	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Position is based from our Leeds office with regular travel to customer sites. <input checked="" type="checkbox"/> The service desk is staffed from 0800 to 1800. This is based around three shifts 0800-1600, 0900-1700 and 1000-1800. Flexibility to move between shifts is required. A 30 minute break is in each shift. <input checked="" type="checkbox"/> Flexibility to partake in a 24x7 'on-call' support will be required.
Package	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> 25 days annual holiday <input checked="" type="checkbox"/> Salary band £25,000 – £30,000 + Benefits <input checked="" type="checkbox"/> The position comes with a Car Allowance, Laptop Computer and Mobile Phone for business use

Closing date for applicants Monday 9th August 2010.