

<b>Job Description</b>	
<b>Job Title:</b>	<b>Senior Systems Engineer – Level 3</b>
<b>Practice / Team</b>	Support Services / Field Support Team
<b>Reporting Structure</b>	Field Support Team Leader (Line Manager) > Service Manager > Technical Director
<b>Purpose of Position</b>	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.
<b>Key Tasks</b>	<ul style="list-style-type: none"> <li>⊗ Resolving Incidents and Problems both directly from customers and through Technical Escalation</li> <li>⊗ Using existing skills and knowledge as well as appropriate support resources to find resolution to customer Incidents</li> <li>⊗ Implementing fixes and solutions where appropriate, either via discussing directly with customer, via email, via remote control or onsite</li> <li>⊗ Fault diagnosis and repair of client PC, Printer, Server &amp; Network hardware.</li> <li>⊗ Upgrading hardware components and Firmware</li> <li>⊗ To work within contract specific SLA's</li> <li>⊗ Escalating calls to Vendor.</li> <li>⊗ Attending customer sites to implement fixes</li> <li>⊗ Attending customer sites to perform proactive support tasks and post installation hand over</li> <li>⊗ Provide pro-active Management through checking manufacturer web sites, product updates &amp; testing and producing KB Articles and Bulletins</li> <li>⊗ Providing Technical assistance and pre-sales support to the Service Delivery team with Service Improvement Plans</li> <li>⊗ Maintaining high level vendor specific IT certifications as required</li> </ul>
<b>Skills and Experience</b>	<ul style="list-style-type: none"> <li>⊗ Good experience in IT Support and Customer facing environment</li> <li>⊗ Excellent analytical and troubleshooting skills for problem resolution</li> <li>⊗ Good literacy and report writing skills and be able to provide examples from previous IT Projects where appropriate</li> <li>⊗ Excellent interpersonal and verbal communication skills and the ability to generate strong and lasting relationships with our customers</li> <li>⊗ Should hold a current HP ASP &amp; Microsoft MCSE qualification or be able to demonstrate a similar level of knowledge of Microsoft Server and desktop products</li> <li>⊗ Excellent understanding of Networks, Protocols and Internet Technologies</li> <li>⊗ Cisco / EMC / VMWare qualification(s) would be desirable, however knowledge of these products is essential</li> <li>⊗ Awareness of ISO / BSI and ITIL frameworks.</li> <li>⊗ Awareness of working with Service Level Agreements</li> <li>⊗ Full UK driving licence is required</li> </ul>
<b>Working Environment</b>	<ul style="list-style-type: none"> <li>⊗ Position is based from our Leeds office with regular travel to customer sites.</li> <li>⊗ 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.</li> <li>⊗ Flexibility to partake in a 24x7 'on-call' support will be required.</li> </ul>
<b>Package</b>	<ul style="list-style-type: none"> <li>⊗ 25 days annual holiday</li> <li>⊗ The position comes with a Company Car or Car Allowance, Laptop Computer and Mobile Phone for business use</li> </ul>

Closing date for applicants 15<sup>th</sup> March 2010.