

CANDIDATE SPECIFICATION



JOB TITLE	IT Support Engineer
REPORTING TO	IT Manager
DEPARTMENT/SUB DEPARTMENT	IT
LOCATION	Southend on Sea
OVERALL PURPOSE	
Under the direction of the IT Manager, provide support and maintenance for all aspects of the IT and Communication Infrastructure and support computer users with both hardware and application issues.	
PRINCIPLE ACCOUNTABILITIES	
<ul style="list-style-type: none"> • Be an active member of the IT Team and assist in the continual improvement of the IT Department, • Configuration, deployment, maintenance and support of all desktop computers, • Configuration, deployment, maintenance and support of all computer peripherals, • Assist with the support and maintenance of the physical network and communications infrastructure, • Assist the Infrastructure Team with the implementation of new hardware and technologies, • Support the Infrastructure Team with user support following the introduction of new hardware and technologies, • Responsible for ensuring the accurate administration and maintenance of all user accounts and records including accurate license allocation records during the course of their work, • To assist in the maintenance of the security of the network and assist with any security issues that arise, • Responsible for adhering to the Backup Procedure and ensuring that any backup issues are reported, • Support the IT Manager in identifying training and development needs, • To support team members with other tasks as and when necessary, for example: PC builds, office moves and general helpdesk support, • Responsible for ensuring all end user IT equipment around the Group is presentable, • To help create and maintain a safe working environment and observe the published Health and Safety Procedures, • To ensure all Company Policies and Procedures are adhered to, • To travel to such places (both in and outside the UK) and in such manner as may be reasonably required, • To carry out any other tasks where reasonable and relevant, when required. <p>This is not an exhaustive list.</p>	

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QUALIFICATIONS	ESSENTIAL	DESIRABLE
A+		✓
N+		✓
EXPERIENCE/ SKILLS	ESSENTIAL	DESIRABLE
Configuration, deployment, maintenance and support of desktop computers	✓	
Configuration, deployment, maintenance and support of all computer peripherals	✓	
Previous experience in an IT helpdesk environment		✓
Ability to work independently while collaborating in a team environment	✓	
Ability to work under pressure and to deadlines	✓	
PERSONAL SKILLS	ESSENTIAL	DESIRABLE
Team Player	✓	
Strong Work 'Can-do Ethic'	✓	
Exceptional at building relationships	✓	
Excellent Customer Service skills	✓	
Strong attention to detail and time management	✓	
Exceptional Planning and Organisation skills	✓	
High awareness of Productivity and Quality	✓	
Excellent Communication skills	✓	
Flexibility	✓	
Takes Responsibility for actions	✓	
Learn, Apply and Improve	✓	