



Job Description

1. Job Title

Job Title: **Systems & Infrastructure Engineer**

Responsible to: **Head of Systems & Infrastructure**

Location: **Leeds – Brewery Wharf**

Division: **QA Central Services**

Department: **ITAD**

Last Updated: 20/04/2022

2. Job Purpose

QA are currently looking to recruit a 3rd Line Support Engineer on a permanent basis. You will be responsible for providing 3rd line technical support for the company user base across multiple locations via telephone, onsite and help desk software. You will be required to work proactively to solve support incidents, monitor the progress of calls from inception to resolution and ensure that end-users are informed of progress at all times. The successful candidate will manage and support the business IT communications, systems, workstation and security infrastructure. You will also be supporting the IT infrastructure roll-out projects including planning and implementation. This role will be working within the IT team to ensure that the company IT Service Delivery meets and exceeds customer expectation and business KPIs

3. Key Responsibilities and Duties

- Provide a professional and helpful 3rd line support service to the end-user base
- To work proactively to solve support incidents
- To monitor the progress of a call from escalation into the 3rd line queue to resolution
- To keep customers informed of the progress of their queries
- To escalate calls to the Head of Systems & Infrastructure using predefined procedures where the resolution falls outside agreed targets
- To carry out 3rd line fault resolution for any workstation, system, infrastructure, data or telephone related problems



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- To assist the 1st/2nd line teams in problem solving
- Identify recurring problems and report these to the IT Systems Manager
- To maintain an excellent understanding of the business IT systems/communications infrastructure and architecture so that system and user issues can easily be understood and a clear definition of the problem source can be ascertained
- To keep abreast of new technology developments within the business so that the user base can be assisted with problem resolution at point of contact
- To carry out hardware and software implementations as agreed with the IT Systems Manager
- To maintain suitable control and management documentation in line with departmental requirements/standards
- To manage the business systems, infrastructure, security groups and also physical network access following standard guidelines and policies
- To build and configure Corporate IT systems to pre-defined specifications and ensure adherence to task lists
- Work closely with the IT team to ensure that knowledge is shared and a greater understanding of systems is gained

4. Key Performance Indicators - KPI's

- Daily target for support calls closed
- Ensure support is managed within Service Level Agreements
- Ensure projects are completed on time
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5. Skills, Competencies and Qualifications



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- Experience working in an IT Systems related 3rd line role
- Demonstrable experience delivering excellent customer care and meeting service level agreement requirements
- High competence in client based Windows 10 operating systems.
- Extensive and detailed knowledge of Windows Server 2016 / 2019 and associated core technologies such as Active Directory, Group Policy, IP addressing, DNS, DHCP etc
- Extensive knowledge of Exchange Online at least one of the following; a) Cisco Switch/Router/VPN configuration, b) Firewall configuration, c) Virtualisation, d) Backup technologies, e) Antivirus and spam/spyware prevention, f) Telephony – Cisco IP and Presence
- Experience of server and communications infrastructure projects and implementations
- Experience of working within ITIL guidelines around change management etc
- The ability to understand and analyse problems
- The ability to understand risk and actions that could be taken to mitigate the risk with regard to system/infrastructure issues and implementation projects
- The ability to work under pressure and to handle all end-users in a positive and confident manner
- The ability to prioritise and escalate work schedules
- The ability to liaise with IT staff, end-users, hardware and software suppliers with regard to infrastructure related problems and solutions
- Be able to communicate effectively at all levels of the organisation over the telephone and face to face
- Possess excellent written English skills
- Strong trouble-shooting/fault diagnosis skills
- Qualified to MCSE/MCITP and/or Cisco CCNA level (preferred)
- Qualified to ITIL Foundation level (preferred)