**Technical Support Engineer job description**

**Job brief**

The scope of the role Technical support engineer at Fresh Egg, together with the main duties of the post at the date when it was completed. It does not include or define all tasks which the post holder may be expected to carry out. Duties may vary from time to time without changing the nature of the post or the level of responsibility. The post holder may also be required to carry out any other duties as required by their line manager.

**Responsibilities**

* To understand the essential requirements of a complex network and current standards
* Provide technical support, training and guidance for users with varying levels of IT knowledge and competence
* To carry out general network administration duties e.g. create/modify users, security groups, group policies, file & printer shares, backup and restoration
* Undertake routine preventative measures, maintenance and monitoring of the schools network
* To perform general troubleshooting for hardware problems in classrooms around the site(s)
* To carry out installation, fault diagnosis and regular maintenance of all hardware and software
* To maintain an up to date asset register of all hardware and software, ensuring the school remains compliant at all times with licensing legislation
* To manage a booking system for the IT suite and any mobile devices when required
* To support staff and students on the agreed learning platform to support learning
* To set up for events and attend such events to support when necessary
* To manage content delivery systems
* To report weekly on user misuse of the network to the ICT curriculum leader
* To document all jobs on the IT Support helpdesk in line with standard operating procedures (SOP)
* To assist with research into new applications, systems and reporting suggestions to the Group IT Manager
* To co-operate with the Headteacher in fulfilment of the objectives of the School Health and Safety Policies

**Requirements**

* 2+ years of experience in a busy and customer orientated environment.
* 2+ years of service/help desk experience.
* Can efficiently organise and prioritise tasks.
* 2+ years experience in 1st and 2nd line technical support.
* Can confidently identify and solve technical problems unaided and in a timely fashion.
* Possess excellent communication skills – both written and verbally.
* Able to work as part of a team or alone.
* Confident when dealing with staff and customers at a senior/director level.
* 2+ years of experience with Microsoft desktop and server operating systems