

Job Description

Job Title: IT End User Support Engineer

Career Level: Level 5

Department or Business Sector: IT & Business System

Location: Liverpool

Reporting to (manager's job title): IT Support Team Leader

Heading:	Description
1. Job Purpose	<p>Reporting to the IT Support Team Leader and working with other members of the team to support the business and to provide additional capability across the technologies in use.</p> <p>The role is being created as a result of the rapid expansion of MTC across differing geographical locations</p> <p>Deliver front line technical support and offer excellent customer service to end users</p> <p>Able and willing to troubleshoot hardware and software end user issues, in a logical method</p> <p>To be a focus point for MTC IT in the Liverpool and North West region</p> <p>Liaise with all relevant colleagues within the North West region, for day to day support and IT project specific work packages</p> <p>Assist with the on boarding of new colleagues</p>
2. Communication	<p>The ability to manage the priorities set via the IT Support Team Leader with minimum guidance</p> <p>Be able to explain at differing levels and in “plain English” difficult incidents or outages</p> <p>Produce monthly SLA / KPI / CSI reports to the IT Senior management team (specifically for Liverpool)</p> <p>Take an active role in team meetings and encourage two way communication</p>

	Document process and procedures to increase team knowledge
3. Innovation	<p>Work on streamlining basic task while engaging with complex and diverse challenges</p> <p>Problem solving difficult issues and conflict of differing teams</p> <p>Bring your own new ideas and best practises to the team sometimes thinking outside of the box, work with colleagues and peers to get the best outcome for the customers both internal and external</p>
4. Knowledge	<p>Broad knowledge of Microsoft applications Windows 10, Office 365, Azure AD, Teams, Project and Visio</p> <p>Plus skill set to understand and configure many bespoke applications Citrix, Siemens, Solidworks used across the business</p> <p>Hardware experience, upgrades and break fix abilities mainly on HP hardware and peripherals plus printing solutions</p> <p>Understanding of core Windows servers / hyper VM and other back office systems like exchange</p> <p>Networking ability and capability of patching, WAN, LAN, Wi-Fi and TCP / IP plus the ability to work with technical team experts team</p> <p>Mobile device implementation and maintenance</p> <p>ITIL qualification would be desirable at foundation level</p> <p>A good level of customer exposure and interaction at multiple levels</p> <p>Able to liaise with 3rd parties and implement required changes</p> <p>Assist, be part of or lead IT projects</p>
5. Person Specification	<p>All aspects of the role are to be carried out as an exemplar within the business in adhering to the MTC RIGHT way:</p> <ul style="list-style-type: none"> ● Acting responsibly, putting MTC's interests ahead of personal ambition; ● Providing inspirational leadership to all who come in contact with you; ● Delivering in the broadest sense a great working environment;

	<ul style="list-style-type: none">• Leading with humility, honesty and integrity in all that you do;• Promoting teamwork, supporting through difficult times and collectively celebrating our successes. <p>In addition:</p> <p>Have the ability to work and prioritise the tickets that are created across MTC business</p> <p>Based in Liverpool but with the ability to solve remote tickets for any colleague, anywhere, anytime</p> <p>Able to travel to other MTC sites occasionally on short notice</p> <p>Understand the focus of the IT strategy and this role in the team along with the challenges on site</p> <p>Minimum of 4 years IT experience in a support / operations team</p> <p>Resilient to outside pressures and focus on the IT priorities</p> <p>Good team player that will add value and skills to the team as a whole</p> <p>Ensure a positive support experience for end Users; develop a good relationship and trust with colleagues by exhibiting professional attitude and a welcoming approach to understanding customers' problems</p> <p>Understand when and who to escalate challenges to</p> <p>Physically able to lift, carry and install many different devices across the MTC sites</p> <p>Full clean driving licence</p> <p>Ability to gain UK SC Clearance within the first 3 months</p>
--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------