Role Profile

This document gives a high-level description of the role so you have a reasonable understanding of the main responsibilities and objectives for this role. The person specification describes the skills and experience that you will need to be successful in this role.

Job Title:	Desktop Support Engineer		
Directorate:	People	**Department:**	Information Technology
Reports to:	IT Manager		
Line management responsibility:	None		
Budgetary responsibility:	~~Yes /~~ No Approximate amount:		
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Date:	September 2023		

Overall team / department purpose

The Brighter Places IT team helps and enables our colleagues to use IT effectively to help them provide excellent customer service to our residents.

Protecting our customers' data is a critical priority and we constantly work to implement improvements across the business to secure data and automate processes, bringing value wherever we can.

Overall role purpose

This role provides in house support to our internal customers. It is also a key contributor to IT projects and the continuous improvement of IT in general.

Key working relationships

Who? - **Working relationships**	**How?** - **Responsibilities of the role**
Internally	
Line manager	Provide regular updates with management information, keep fully informed and escalate concerns as appropriate. Fully participate in performance management activities and provide feedback as required.
Brighter Places managers and colleagues	Inform, support and advise regarding IT activities
People directorate and other departments in Brighter Places	Communicate and collaborate with other directorates and teams on IT activities
Externally	
Contractors and suppliers	Make sure Brighter Places requirements and standards are clear to contractors and suppliers and manage contractual relationships effectively

Key role responsibilities

The key responsibility of the role is to provide on-site and remote IT support to all our internal customers. Specific duties and tasks are as follows:

1. Configuration and provisioning of hardware such as laptops, tablets and mobile phones.
2. Being a key part on the new employee onboarding process
3. Deliver ad-hoc training to colleagues such as essential safe computing practices and productivity tips.
4. Communicate upcoming updates and changes to internal customers.
5. Collaborate with the rest of the IT team to escalate and resolve complex problems.
6. Conduct remote and on-site diagnostics to troubleshoot software and hardware problems on end-user devices and related networking devices.
7. Assist with the setup, configuration, and maintenance of our industry specific line of business applications as well as Microsoft services such as Exchange Online, Teams, Sharepoint and InTune.
8. Maintain documentation of support activities including solutions and knowledge base articles.

9. Take part in IT infrastructure improvements, application updates, networking, DR testing and various data integration and exchange projects.
10. Stay up-to-date with the latest trends and advancements in Microsoft technologies, networking, and IT support tools and practices.
11. Install, upgrade, support and troubleshoot computer hardware and printers

Responsibilities for us all

- Work with all colleagues, customers and stakeholders in a collaborative and supportive way that reflects our Values.
- Demonstrate a commitment to value for money and high-quality customer service in all that we do.
- Be an ambassador for the organisation, representing Brighter Places in a positive manner and creating a positive impression with all internal colleagues and all external customers and stakeholders.
- Contribute to Brighter Places being a diverse and inclusive organisation.
- Act at all times within laid down guidance and requirements in our Rules, Policies, Procedures, Standing Orders and Financial Regulations, the Code of Conduct and Colleague Handbook.
- Take part in learning and development activities that develop personal effectiveness and assist in improving performance in the role and in your team.
- Be flexible to change within the organisation when necessary and provide assistance, if required. Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation.

No role profile can be entirely comprehensive, and the post holder will be expected to carry out such activities that are required and are broadly consistent with the above role profile. Role profiles are subject to continuous review and will be updated on an ongoing basis subject to management discretion. Significant changes to the role will be discussed with job holders.

Values and Behaviours	
We are Human	We listen to people's stories so they never feel like a cog in the machine. We keep our minds open and always take time to empathise and understand the needs of our communities, anyone who works with us and anyone who asks us for help. We treat people with respect and honesty. We collaborate with other organisations to achieve our goals and we trust each other.
We Bring It	We think big. We work hard to achieve our goals and we're always ready for the next challenge. We bring everything we've got to everything we do – so we can build the best communities possible.
We Speak Truth	We trust each other and we're honest. Our working community is blame-free and supportive. This means we can make mistakes, own them, and learn from them without fear. We are open with the people we serve and we keep the conversation going.

We belong	We believe in diversity, equality, dignity and the freedom to be. Whoever you are, wherever you're from and whatever your life story, you have a place in our communities. You are valued and you belong.

Person Specification

	Essential	Desirable
Education & qualifications	Secondary Education Any industry specific IT certifications will be considered	Further education eg HND or degree in an IT related subject. ITIL v3/v4 foundation. MS Modern Desktop Admin Ass. A+ or other CompTIA certs. Google Career IT Support cert.
Experience, knowledge & understanding	Experience in an IT support / IT engineering role which required troubleshooting and colleague interaction Knowledge and experience of working on a broad range of IT equipment Working knowledge of cyber security and the ability to identify areas of concern. Strong knowledge of Microsoft desktop operating systems and experience of network troubleshooting Understanding and demonstrable experience of TCP/IP, DNS, DHCP and LAN/WAN technologies Experience of installing and removing IT equipment and creating IT documentation Experience of delivering small scale IT improvement projects.	Experience delivering training / coaching on the use of IT

Skills & abilities	Excellent verbal and written communication skills Ability to effectively influence and negotiate with personnel at various organisational levels. Strong analytical, creative problem solving and planning skills to achieve results. Diagnostic skills and the ability to perform root cause analysis Ability to think clearly whilst under pressure and can Identify where to add value Contribute to areas of improvement across the entire scope of IT	
Personal characteristics	Customer-orientated approach with excellent communication and organisational skills. Ability to manage & create documents which are professional & articulate. Ability to prioritise, plan and meet deadlines. Ability to handle difficult and demanding customer environments. Ability to work on own initiative towards individual and team objectives associated with the role	