

IT Support Engineer



Purpose

This position provides service support as part of the IT team to meet business requirements. The role will service both business-to-business offerings and our internal IT applications and hardware footprint.

Look forward to a brighter future

Education

- IT qualification or relevant IT Support experience

Work experience

- Minimum of 1 years' service desk experience
- Proficient in utilizing ticketing systems such as JIRA service management, Zen desk etc
- Understanding of Networking principles and equipment, including demonstrated experience in delivering technical support for hardware devices such as PCs, laptops, and printers
- Experience in supporting Microsoft product offerings such as Office 365, Windows 10,11 etc and troubleshooting non-standard software

Key focus

- Prioritise and work through issues reported to the IT support team, escalating where applicable.
- Work to complete any assigned project deliverables and continually drive to meet SLA timeframes.
- Take responsibility for personal compliance with Health and Safety Legislation, Regulations, Policies and Procedures. Help to ensure the safety and wellbeing of those within the work environment.
- Adhere to quality standards and environmental / sustainability principles. Participate constructively in all continuous improvement initiatives.

Skills

- Strong problem-solving abilities
- Excellent communication skills, confident in face to face situation as well as over the phone
- People focused, customer centric attitude

Behavioural competencies

- Demonstrates self-awareness
- Effective collaboration
- Results-focused

Disclaimer: The purpose of this document is to provide an insight into the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultations with the job holder in response to the changing needs of the organisation and the nature of our work. Employees may be asked to perform other duties as reasonably required by the employer in accordance with the role environment.



People and environment

We care about our people and strive for environmental sustainability.



Innovation and agility

We are responsive to the needs of our customers.



Honesty and integrity

We build trust.



Accountability and discipline

We deliver the right result, first time.

