**1st Line Support Engineer**

**Bristol**

Withers & Rogers' supportive and high-functioning IT department are seeking a 1st Line Support Engineer to join play a truly integral role in delivering a first-rate service to our busy intellectual property firm of around 200 users.

**Key Responsibilities will include:**

**Helpdesk**

* Acting as first point of contact for all Helpdesk calls, emails and alerts
* Logging all calls promptly and adding progress notes to all calls
* Assessing the urgency of Helpdesk calls and prioritising accordingly
* Assessing the complexity of an issue and dealing with it yourself or escalating it to 2nd or 3rd line support when required
* Monitoring ticket queue to ensure issues/problems are addressed in a timely manner
* Communicating with users on the status of Helpdesk calls
* Proactively managing problem calls through to completion in a timely manner
* Supporting users remotely over email and phone
* Troubleshooting to help resolve issues
* Researching solutions to problems and documenting them on the Knowledge Base for future reference
* Creating and maintaining strong relationships with internal clients
* Setting up and maintaining user accounts on systems
* Providing a fantastic level of customer service
* Providing occasional on-site support at other sites to resolve issues

**PC Builds**

* Co-ordinating the process of setting up new employees with all necessary IT equipment and system access
* Understanding software licensing requirements and applying such understanding within the Helpdesk environment
* Procuring hardware/software as required
* Ensuring that the latest builds are applied, that the devices meet a standard quality level and are made available for deployment within assigned timescales
* Configuration of new software for both office based and remote workers
* Escalating technical and software build issues to the Infrastructure Manager

**General**

* Working closely with 2nd and 3rd line support engineers
* Assisting with IT projects
* Participating in introducing new or upgraded technical products into the company’s network environment; testing features and working to resolve issues
* Arranging repairs for equipment as required, escorting third parties attending to equipment faults within the site and also managing the disposal of redundant IT equipment
* The role requires some lifting and carrying of equipment across multiple floors and locations, as well as accepting deliveries, preparing equipment for dispatch, packing equipment into secure boxes and transferring to a dispatch location.

This is not an exhaustive list of responsibilities, and you may be required to undertake duties outside of this list where necessary to ensure the needs of the business are met.

**Person Specification**

**The successful candidate will have:**

* Experience of at least one year in an IT Helpdesk environment
* Good working knowledge of Microsoft Windows operating systems, including Windows 7 and Windows 10
* Experience with Office 2013/2016 and the Office 365 applications and environment
* Basic understanding of Windows Server and Active Directory
* Solid knowledge of basic network operation including TCP/IP, DNS and DHCP
* Understanding of desktop, laptop and printer troubleshooting
* The ability to provide remote end user support via remote control tools
* The confidence to take users through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues
* Experience prioritising and managing multiple open cases at one time
* Experience troubleshooting system and network problems and diagnosing and solving hardware or software faults
* The ability to listen and fully comprehend the problems being reported to you and to explain technical issues to users regardless of their level of technical knowledge
* Understanding of SharePoint Online (desirable but not essential)
* Strong organisational skills with a methodical approach,
* Impeccable accuracy and attention to detail
* A positive outlook and a “can do attitude”
* The ability to work as part of a small team but be self-motivated and manage your own workload
* Demonstrable experience of effective communication with users, third party consultants and software vendors

**Hours and basis**

This is a full time (35 hour week), permanent position. Normal working hours would be 9.00am-5.00pm **or** 10.00am-6.00pm with an hour for lunch.

**Salary**

£20,000 - £24,000 per annum dependent on experience.