



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Systems Engineer
<b>LOCATION:</b>	Newlon House
<b>SALARY:</b>	£38,606.40 per year + up to 5% Performance Related Pay
<b>REPORTING TO:</b>	IT Service Manager
<b>RESPONSIBLE FOR:</b>	No posts report to this role

## MAIN OBJECTIVES

The Systems Engineer is responsible for dealing with day-to-day IT enquiries and providing customer-focussed technical support as part of the helpdesk team. The post-holder will operate at 2<sup>nd</sup> line support; responsible for on-site support and site visits. They will also work with the 1<sup>st</sup>-line to provide in-person and remote support, and also assisting the Infrastructure Analyst in carrying out technical projects as defined.

## SPECIFIC TASKS AND RESPONSIBILITIES

<u>Key Tasks and Responsibilities</u>		<u>Outcomes</u>
1.	Provide helpdesk support to users within the Group, resolve issues within an agreed service level agreement or escalate issue to the Infrastructure Analyst where necessary.	<ul style="list-style-type: none"><li>• Reliable helpdesk cover provided to support to Service Desk Analyst OR as per rota</li><li>• Maintain a log of any software or hardware problems detected</li><li>• Speedy, efficient and helpful responses given to customer queries</li><li>• Customer satisfaction maintained at high levels</li><li>• Newlon Gold standards demonstrated in call-handling and interaction with customers and colleagues</li><li>• Calls logged accurately and consistently</li><li>• Issues resolved according to Service Level Agreement.</li><li>• Unresolved issues escalated to Infrastructure Analyst appropriately</li><li>• Internal knowledgebase updated regularly</li></ul>

<b><u>Key Tasks and Responsibilities</u></b>		<b><u>Outcomes</u></b>
<b>2.</b>	Provide support to departmental customers in the Group	<ul style="list-style-type: none"> <li>• Starters and leavers entered and removed from the system in a timely fashion</li> <li>• Processes documented</li> <li>• To take ownership of customer problems and be proactive when dealing with their issues.</li> <li>• Respond to requests from customers and help them resolve any hardware or software problems.</li> <li>• Support users in the use of computer equipment by providing inductions, training and advice.</li> <li>• Maintain user security on all systems</li> </ul>
<b>3.</b>	Taking responsibility for procuring and disposing of hardware and software according to guidelines provided by the IT Manager	<ul style="list-style-type: none"> <li>• Raising purchase requisitions accurately against the relevant cost centre</li> <li>• Obtaining quotations from a suppliers</li> <li>• Checking orders and distributing equipment in a timely manner</li> <li>• Disposing of obsolete hardware and software according to sustainability guidelines and relevant legislation</li> </ul>
<b>4.</b>	Assisting the Infrastructure Analyst working on projects and resolving complex server side issues.	<ul style="list-style-type: none"> <li>• Setup and install server hardware and software according to plans set out by the IT Manager</li> <li>• Perform technical tasks under the guidance of the Infrastructure Analyst</li> </ul>
<b>5.</b>	Dealing with confidential information and maintaining information security and integrity	<ul style="list-style-type: none"> <li>• All security requirements of the IT policy met at all times</li> <li>• Potential breaches of security identified and dealt with promptly and effectively</li> <li>• Confidentiality of personal data and commercially sensitive data maintained at all times</li> </ul>
<b>6.</b>	Participate and contribute toward the departmental input into the Business Objectives .	<ul style="list-style-type: none"> <li>• Awareness of own and department's role in achieving Newlon's Business Objectives demonstrated</li> <li>• Potential disruptions to business continuity identified and support given to remedy them</li> </ul>

<b><u>Key Tasks and Responsibilities</u></b>		<b><u>Outcomes</u></b>
<b>7.</b>	To contribute to maintaining an effective work-place Comply with all company policies and good practice.	<ul style="list-style-type: none"> <li>• All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to</li> <li>• Lone working procedure followed as appropriate</li> <li>• All activities are carried out in accordance with Newlon's approach to Sustainability</li> <li>• Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers</li> <li>• Objectives of reliability, consistency, speed and awareness built into all activities</li> <li>• Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities</li> <li>• Collaboration across teams actively promoted at all times</li> </ul>

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.