



ALLPAY LIMITED

Job Description

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1. JOB IDENTIFICATION

Job Title: 3rd Line Engineer
Responsible to: Services Manager
Department(s): IT Operations

2. JOB PURPOSE

You will provide 3rd Line support to resolve complex faults with specific technologies and multi-technology solutions, including internally built technologies.

You will provide a point of escalation and resolution for incidents affecting the systems and applications.

You'll take responsibility for the 'day to day' management for all aspects of the Endpoint infrastructure

Oversee workloads of 1st/2nd Line engineers escalating issues to Services Manager.

Responsible for small project work as required, following allpay hardware and software road maps.

Reviewing and releasing service improvements using automation tools including SCCM and SCORCH

Responsible for implementing endpoint security polices and applications using tools including Microsoft EM&S suite

3. DIMENSIONS

You will have a proven track record of being solution and delivery focused and can perform at a high level in a strategic Service Desk Role

You will ideally have experience of mentoring junior team members and supporting their growth and development.

You will have a demonstrable knowledge of working in an ITIL Framework, and be able to help lead the Service Desk function towards transition to this way of working



4. ROLE OF DEPARTMENT

The IT Operations team are responsible for providing and maintaining and running the IT Systems and IT infrastructure for the following areas:

- Products and services
- Data Centres
- Back office software and systems
- The Office network and associated hardware, software and peripherals
- Telephone systems
- Communications
- Email and collaboration tools
- Data Backup
- Ensuring IT systems are secure and compliant to all applicable regulatory policies and standards

In addition, the IT Operations team are responsible for providing an IT Service to over 300 internal customers, circa 1000 external clients, and maintaining and monitoring the systems that allow millions of financial transactions to be made each year.

The department resolves any areas of concern in these systems both directly and indirectly by working with colleagues and a variety of internal departments and liaising with third party suppliers as required.



5. KEY RESULT AREAS

Work on assigned calls and take the majority of them through to resolution (primarily Incident, Service Requests, Small Project Tasks, Problem, Change)

Mentoring and assisting 1st and 2nd Line engineers, customers, suppliers and 3rd party vendors where necessary to resolve Incidents

Advising senior stakeholders both internally and externally, utilising monitoring system, to proactively prevent incidents and to resolve those that cannot be prevented

Supports the Services Manager to ensure that best practice is utilised across the entire Service Desk, proactively updating colleagues on key developments.

Manage hardware configuration and software installations projects / releases

Support the development and writing of technical tender proposals

To provide consistent, high quality documentation for all systems and processes

Works with technology teams and external third party vendors/suppliers to resolve critical incidents, often with minimal notice and involving business critical systems

Contribute to the capacity plans identifying capacity requirements.

Provides regular management reports, which include current usage of resources, trends and forecasts

Investigate proposed new products to determine the computer and network resources required, to determine hardware utilization, performance service levels and cost implications

Assist the development of guidelines and procedures provided by the IT Department

6. ADDITIONAL KEY DUTIES

The postholder will be required to undertake such tasks as may be reasonably expected within the scope and grading of the post



7. KNOWLEDGE, TRAINING, EXPERIENCE & SKILLS REQUIRED TO DO THE JOB

Essential

Demonstrable experience of mentoring and developing junior members of a Service Desk team;

Experience working with a significant number of systems and applications, both internally and externally facing, and acting as a point of escalation and resolution for failings in these systems;

The technical ability to Manage the day to day operations of : -

- Windows desktop operating systems
- Microsoft office software (Inc. 365)
- Print servers
- Active directory, account management, network permissions and group policy
- SCCM
- SCORCH
- Microsoft Enterprise & Mobility Suite
- IP Telephony

Desirable

Excellent customer service and communication skills, written and verbal

Excellent Excel , Microsoft , Outlook, Word, Access and Office skills

Microsoft Product Certified

Extensive knowledge of Service Desk environment

A full driving license

Disciplined, self-organised and motivated to learn and improve.



8. JOB DESCRIPTION AGREEMENT

We confirm that this conveys a full and accurate description of the job as at.

Job Holder's Name and Signature:

Date:

Manager of Department Name and Signature:

Date:

Director of Department Name and Signature:

Date: