

## **ROLE DESCRIPTION**

**1. Job Title:** Senior Support Engineer

**2. Salary:** £31,709.52 per annum

### **3. CONTEXT**

The West Herts College Group offers a range of education across four campuses in Watford, Hemel Hempstead, and Luton. The College provides technical and professional education and training to develop the skills individuals need to gain employment, increase their earning potential, and improve their life chances in general. Students are able to access a broad range of courses and qualifications, offered on a full and part-time basis, covering further education, higher education, apprenticeships, professional and community learning.

Technical service teams are located on each of the College's four main campuses, providing a range of high quality, integrated administrative services for students, staff and other external stakeholders.

### **4. MANAGEMENT ACCOUNTABILITY**

**Responsible to:** IT Service Delivery Manager

### **5. MAIN PURPOSE OF JOB**

To deliver day to day IT Business as Usual (BAU) support services, also, to support the IT Service Delivery Manager in improving WHC Group IT support services. The role of the Senior Support Technician is to provide second line support for all staff and students at West Herts College Group. A Senior Support Technician is responsible for resolving complex support requests with computer hardware, software, and network systems, as well as meeting customer satisfaction and continuous service delivery demands.

### **6. DUTIES AND RESPONSIBILITIES**

- Diagnose and resolve software and hardware incidents, including operating systems (Windows and Mac) and across core business applications.
- Assist all users with any logged IT related incident when called upon working to resolve service requests within agreed SLA.
- Take ownership of incident management and problem analysis for major incidents to implement permanent fixes with the aim of restoring service as soon as possible and ensuring root cause analysis documents are completed and presented to key stakeholders within 7 days.
- Accurately record, update and document service requests, problems and change requests using the ITSM system.
- Support the implementation of ITIL ITSM processes and act as a permanent member of Technical Change Board.

- Mentor IT Support Engineers to improve their knowledge and skills and manage the call queues to ensure all service requests are assigned and updated in a timely manner.
- Work with the Service Delivery Manager to create the Skills matrix and ensure all support technicians are trained to the required level.
- Act as project lead when required, ensuring skills matrix is updated and colleagues are trained to the required level.
- Deputise for the IT Service Delivery Manager where necessary.
- Support college activity including Exams and maintain a first-class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
- Challenge the accepted way of working within WHC Group and encourage colleagues to think differently and innovatively.
- Look for opportunities to automate processes with the aim of driving down repeated incidents or time spent on routine tasks using SCCM, PowerShell and other appropriate tools.
- Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organisation
- Work flexibly across all campuses, creating and take part in out of hours rotas where necessary.

## **7. GENERAL AND COLLEGE RESPONSIBILITIES**

- Participate actively and flexibly in a range of College-wide activities, such as duty rotas, enrolment and marketing events and staff and student activities.
- Participate in training and team development activities, to develop skills and knowledge.
  - Undertake Continued Professional Development (CPD) to maintain up to date skills and awareness of current trends and industry direction
- All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.
  - Understand and be committed to the College's Health and Safety Policy statement and the College's safety priorities and be aware of their contribution to such priorities within their job role.
- Demonstrate commitment and enthusiasm to promote the principle of equality and diversity in employment and service delivery:
- Be familiar with Safeguarding requirements as outlined in the Safeguarding Policy and comply with its requirements to safeguard and protect the welfare of children, young people and vulnerable adults.

- Undertake such additional duties or projects as the Director of IT and Systems or line manager may determine from time to time.

**NOTE: Please be aware that the duties and responsibilities outlined above are not exhaustive and may be varied from time to time. They do not form part of the jobholder's contract of employment.**