Job Description

**Job Title:** **IT Support Engineer**

**Reporting to: IT Senior Service Desk Team Leader Direct Reports: N/A**

**Salary: £30K annual FTE**

**Location: 175 St Johns St, EC1V 4LW (4 days onsite - Mon-Thurs)**

**Hours & Basis: Monday-Friday (35 hours/week) - 9am-5pm**

**About this role:**

The post holder will be an experienced engineer with proven ability to diagnose and troubleshoot IT incidents. You will be supporting the process of maintaining, configuring, and sending out IT equipment to staff as well as providing technical input into project work (as required). Someone who wants to take on more responsibility and take the initiative to improve IT, automate and simply IT Service Desk processes. This role will involve lifting and moving of IT equipment and may involve being flexible with working hours.

**Key Responsibilities**

1. To provide technical support including:
   * Troubleshoot and diagnose hardware and software problems, including installation and configuration
   * To create and manage accounts in Entra (Azure Active Directory)
   * To maintain security of Place2Be’s IT assets and the safety, confidentiality and integrity of data held within.
   * To assist in maintaining an inventory of computer assets, accessories, peripherals, and software licenses.
   * To perform daily operational tasks such as AV equipment checks and printer checks.
   * To contribute to the Service Desk knowledge base.
2. To support the process of configuring and sending out IT equipment to staff including creating user accounts and setting up IT equipment.
3. Have ownership of IT Hardware, ensure equipment is ready and available and identify repairs and arrange disposal collections.
4. To provide on-site support to staff who need to set up AV equipment to deliver training.
5. To have oversite of the IT logistics function.
6. Based on experience provide cover for the IT helpdesk Team Leader in his/her absence.

**Undertake any other duties of a similar level and responsibility as may be required from time to time.**

**What you will need:**

* Computer science degree or Microsoft Certification or demonstratable equivalent experience.
* \*Have at least 2 year's experience working in a demanding IT support role with substantial responsibilities.
* Be passionate about technology and embrace customer service with the desire to support staff members.
* \*Experience of Microsoft systems including Windows 10/11, Office 365 applications, knowledge of security and hardware technologies would be highly beneficial in this role.
* \*Excellent organisation interpersonal and communication skills with the ability to interact with people at different levels of the organisation.
* A flexible and adaptable mindset to varying needs, with the ability to priorities tasks and workload is essential.
* \*Strong attention to detail, is a team player and has the willingness to learn.
* Excellent prioritisation skills and being resourceful when under pressure.
* \*Have worked alongside senior colleagues and taken on responsibilities to support senior staff.
* Proven experience of taking lead and initiative on decisions in absence of senior staff.
* Be willing to participate in regular team meetings and contributing significantly to the development of Place2Be and our practices.
* A strong commitment to our values and ability to demonstrate these in your work: Perseverance, Integrity, Creativity and Compassion. <https://www.place2be.org.uk/about-us/our-work/our-mission-vision-and-values/>

[\*](https://www.place2be.org.uk/about-us/our-work/our-mission-vision-and-values/) *[\* Indicates the minimum criteria needed to be considered for a guaranteed interview under the disability confident scheme.](https://www.place2be.org.uk/about-us/our-work/our-mission-vision-and-values/)*