



# Job Description

Job Title:	<b>IT Support Engineer</b>
Employee:	ITOPF
Date prepared:	March 2023
Reporting to:	Information and Communications Manager
Immediate staff responsibilities:	N/A
Location of work:	ITOPF London office

## Overall Purpose of Job

Responsible for hands-on technical day-to-day support of end users and infrastructure. Assisting users face-to-face in the office and online across two sites, London and Singapore. Providing 1<sup>st</sup> and 2<sup>nd</sup> line support for queries surrounding hardware, email, file, software, mobile phones (Apple), asset management and assisting with setting up IT equipment, patching and server hardware. Supporting BAU, including applications both local and cloud.

## Person Profile

### Knowledge & Skills

- a) Strong verbal and written communication skills.
- b) Knowledge/experience in the use of MS Office applications, particularly Word, Excel and PowerPoint.
- c) Knowledge of cloud storage
- d) Experience of Hybrid AV solutions
- e) Knowledge of cyber security and multi-form factor authentication.
- f) Background knowledge of marine pollution and/or oil or shipping industries an advantage. (D)
- g) Interest in emerging technology, data analysis and or coding (D)

### Experience & Qualifications

- a) Candidates have relevant experience in the installation, maintenance and repair of ICT equipment (laptops, desktops etc) in a small or medium-sized organisation
- b) CompTIA A+ qualification or similar
- c) Microsoft Windows 10 and O365 administration and troubleshooting experience
- d) Active Directory and GPO administration
- e) Knowledge of Azure AD
- f) Experience in VMware and virtualisation
- g) MDM solutions experience

### Personal Qualities

- a) Good communicator, organised, attention to detail and able to work quickly and accurately. Often during time-pressured demanding situations and be a good team-player.
- b) Able to form good working relationships with colleagues of all levels up to executives.
- c) Reliable and good time keeping
- d) Willing and eager to learn new skills
- e) Use initiative and work independently without excessive supervision, juggling priorities.
- f) ) Possess a willingness to work out of office hours when required.

### Principal Responsibilities

- a) Day-to-day hands-on technical support to service issues and requests in a timely manner, ranging from software troubleshooting to hardware installations.
- b) Ensuring all patching and software is kept up to date and secure.
- c) Providing technical support to colleagues on-site and/or remotely when they are travelling or working overseas.
- d) Ticket management of service desk including category and details of the incident. Ensuring SLA are met.

- e) Installing and configuring computer hardware, software, systems, printers, in person or remotely.
- f) Assisting with the deployment of new equipment, i.e. laptops/desktops/mobiles.
- g) Repairing and replacing IT equipment as necessary.
- h) Managing stock of consumables, spares and other supplies. Ensuring all equipment is recorded in the asset database and accounted for.
- i) Monitor and maintain computer systems and networks, reporting to IT systems manager where required.
- j) Assisting with onboarding of new staff. Setting up new users and accounts.
- k) Research and testing of new technology.
- l) Checking all requests are dealt with adhering to company policy and procedures.
- m) Ensuring IT comms room and workshop is kept organised and equipment is disposed of correctly inline with policies and procedures.

## General Requirements

- a) Any additional duties as required from time to time appropriate to the level of post to assist in the efficient running of the company and fulfilment of its strategic objectives.
- b) Always comply with record keeping, data protection and confidentiality of information acquired during the course of employment.
- c) Always consider and take responsibility for the health and safety of self and others, and adhere to health and safety guidance at all times.
- d) Proactively consider your own professional development ensuring your skills and knowledge remain current and engage in ITOPF's systems for development, such as annual reviews, formal and on-the-job learning opportunities.