

Job Title: Service Desk Engineer Salary: £24-£30k (depending on experience and contracted hours)
Working Hours: Negotiable
Directly Responsible to: Directors
Supervisory Responsibility for: Junior Technicians & Apprentices
Other Contacts: Internal Contacts – Business Manager, Director, IT Technicians External Contacts – Customers (education, corporate and domestic), Tech Hub suppliers, third party contractors.
Description: <p>We are seeking a motivated individual who is dedicated to promoting customer-driven support in alignment with our strategic outlook and who is passionate about advancing incident triage and service delivery.</p> <p>In exchange, we offer a competitive salary, 25 days of annual leave along with additional closure days during Christmas and Easter, opportunities for ongoing professional development,, and a comprehensive package of work-life balance policies designed to support families.</p> <p>You will be joining our dynamic Service Desk team, serving as the initial point of contact for IT support. You will oversee a variety of exciting projects and IT services within a range of end-customer environments. This position is situated at Tech Hub's offices in Carnforth and adheres to the organisation's agile working policy.</p> <p>Ideally, you possess a diverse range of IT knowledge and have previous experience in customer-facing roles, allowing you to blend your IT and problem-solving skills with a strong customer-centric approach. Your primary goal will be to ensure exceptional service for all our customers.</p>
Main Duties: <ol style="list-style-type: none"> 1. To deliver high quality support services to users of all levels and abilities on a variety of IT issues including Microsoft Windows PCs, Apple products, Microsoft 365, Google Workspace, Chromebooks and other mobile devices. You will carry out your duties over multiple sites for a wide range of customers. This will regularly include the following: <ul style="list-style-type: none"> • Being the first point of contact for our clients when in need of support using our ticketing system to record, delegate and track issues. • Guiding clients through possible solutions or working with them to collect more information in order to gain assistance from other colleagues. • Consulting other members of the team to compose responses to customers with a range of IT competence. • Troubleshooting and resolving customers' infrastructure and network issues. • Providing documentation and training to customers where required. 2. To consistently provide excellent levels of customer service. 3. To share responsibility for undertaking routine tasks associated with regular monitoring and maintenance of systems and networks utilising our RMM tools. 4. To train junior staff. 5. To support other activities that may arise through company growth, evolution, or restructuring. 6. To attend and report to internal and external meetings as directed. 7. To undertake any necessary training appropriate to the role. 8. Carry out other duties appropriate to the role, as directed by the Director or other senior staff.

Competency	Essential	Desirable
Experience of working in an IT service environment	✓	
Experience of providing excellent customer service whilst working in a customer service environment	✓	
Ability to work and communicate effectively with customers of all levels of seniority and technical ability	✓	
Must be able to demonstrate logical and systematic problem solving	✓	
Must be able to work under own initiative	✓	
Ability to work in a team towards clearly defined aims and objectives	✓	
Ability to plan ahead, manage tasks, prioritise workloads and meet competing deadlines.	✓	
In depth experience of working with Microsoft applications as well as PC and Mac hardware and software	✓	
Working knowledge of Windows Server, including Hyper-V, Active Directory Domain Services, Group Policy, DHCP and DNS	✓	
Experience in IT within Education (working directly in a school, college or university)		✓
A knowledge of basic network infrastructure and topology, including wired and wireless environments		✓
A knowledge of basic Audio Visual systems, including PA systems, interactive screens and projectors		✓
A knowledge of Mobile Device Management		✓
An understanding of education MIS systems		✓
An understanding of VoIP telephony systems		✓
Experience of help desk systems and procedures		✓
IT related certifications and qualifications		✓
A full UK driving licence		✓

Candidates must show competence in the above through their application, supporting statements and/or interview.