JOB PROFILE

IT Support Engineer

Hours per week:	37.5
Reporting Accountability:	Head of IT Infrastructure
Salary Banding:	£22,000.00 – 32,000.00 per annum

The IT Support Engineer will work closely with the Head of Infrastructure and the Systems Administrator and is responsible for the support and daily operations of IS infrastructures within the WANO London Office (LO) which includes data centre, networking, telephony, service monitoring, user support/helpdesk, workstation management, servers, storage and related software. This position is responsible for supporting and maintaining the Microsoft Server and Windows 10 operating systems and Office 365 SharePoint and Exchange Online environment and the general maintenance of all IS related hardware/software.

Main Responsibilities

Helpdesk Support

- Take ownership of the IS helpdesk and provide 1st and 2nd line of technical support and assistance by troubleshooting and identifying root causes when needed, installing, maintaining and configuring software, hardware and networks.

- Escalate IS issues to the Systems Administrator and/or the Head of Infrastructure where necessary.

- Monitor system performance and troubleshoot any issues.

- Monitor system health using pre-existing management tools and responding to software and hardware issues as they arise; help build, test and maintain new servers as required.

- Ensure backups are monitored and tested according to the established processes and maintain backup disk rotation schedules.

Systems Administration Support

- Ensure the security and efficiency of IS infrastructure through access controls, backups and firewalls.

- Perform server administration tasks, including AD administration, security permissions, group policies, print services, research event log warnings and errors, resource monitoring and backup and restores.

- Maintain internal Infrastructure requirements including laptops, mobile devices, servers, routers, switches, firewalls, printers, IP Phones, security updates, support internet, LANs/WANs.

Microsoft 365 Support

- Provide day-to-day maintenance and support on issues and requests related to Microsoft 365 (SharePoint Online, Exchange Online, Intune and Azure AD, One Drive and Teams).

- Take ownership of tasks related to the creation and maintenance of SharePoint sites, user/group account permissions and content maintenance.

- Support the WANO device management process via MDM (Intune, Autopilot, MEM etc).

General and Project Support

- Assist the local and regional IS teams with the delivery of hands on technical assistance across a wide variety of platforms, on premise and cloud based including Office 365, Exchange and SharePoint Online.

- Work with respective counterparts in the Regional Centres (RCs) to deliver organisation-wide projects and support.

- Take an active role in shaping the processes and procedures that govern the day-to-day operation of the IS department.

- Undertake small to medium size IS projects as instructed by the Head of IS Infrastructure.

- Create and update technical information and user guides.

Personal Characteristics

Essential

- Excellent inter-personal (relationship) skills with a proven ability to communicate with and influence individuals at all organisational levels.

- A proven ability to work effectively with people from different cultures and backgrounds.

- A high-level customer service and follow-up skills.

- Conscientious with a focus on accuracy and attention to detail.

- Proactive and flexible approach to completing tasks.

- Willingness to learn and develop new skills.

- Ability to self-manage, prioritise tasks and work under pressure.

- An organised and logical approach to work and problem-solving.

- Confident in working with vendors and a wide range of people from across the business.

- A team player with a 'can-do' attitude.

- A strong commitment to WANO's mission and the ability to successfully demonstrate the WANO London Office Behaviours (see page 4)

Qualifications

Essential

- Educated up to GCSE level or equivalent.

- Excellent command of the English language, both verbally and written. As a minimum, certified English skills at C1 level of the Common European Framework of Reference for Languages (or equivalent) are required.

Desirable

- BSc in Information Technology, Computer Science or another related discipline/professional certifications (MCSA etc.).

- English skills at C2 level of the European Framework for Languages (or equivalent).

- Holds Microsoft Office Specialist certifications.

Experience

Essential

- Demonstrable experience in a similar role.

- Experience with Microsoft technologies including Active Directory, Azure AD, Microsoft 365 (Intune, SharePoint, Exchange, OneDrive, Teams), Windows Server OS 2012 R2 and 2016, Microsoft Office 2013 and above.

- Previous exposure to virtualisation platforms, especially VMWare.

- Experience managing backup strategies in a virtualised environment.

Desirable

- Knowledge of scripting languages (PowerShell).

- Bilingual.