



Job Profile

Job title: 2nd Line Support Engineer

Reports to: Head of Operations

Job purpose: The 2nd Line Support Engineer will be responsible for the delivery of IT services and support to end users and contribute to ongoing IT projects within ABE. Working in conjunction with a range of suppliers, the IT 2nd Line Support Engineer works across the business to ensure that the systems in place are working to support the wider needs of the business.

The skills/requirements for the 2nd Line Support Engineer are:

- Experience in a similar role in the past
- Office 365 and Exchange Online experience
- Windows 8.1 and 10 installation, administration support and experience
- Windows Server 2008R2/2012/2016 administration experience
- Strong Active Directory administration experience
- Strong networking experience
- Excellent troubleshooting skills
- Project Management experience is essential
- Ability to co-operate with all levels of the business and co-ordinate response from different departments
- Friendly, enthusiastic and able to work well under pressure of timelines and matters that carry weight with ABE's customers

Key accountabilities – 2nd Line Support Engineer

- Deploy and administer IT systems, including end-user desktops/laptops, computing servers, network equipment, voice and video hardware and mobile devices.
- To provide a 1st and 2nd line support service that ensures that all IT equipment and infrastructure is running to its optimum performance.
- To act as point of contact for contractors or external suppliers and clearly communicate technical issues and ABE standards.
- Interact with suppliers, request quotes and purchase equipment in accordance with policies, budgets and operational demand.
- Contribute updates to technical documentation, procedures and process definitions
- Ensure security and policy compliance while performing technical tasks

Support ABE's wider business in terms of other tasks as and when required at the level and scope of the role.

The job holder is also required to demonstrate appropriate levels of competence and behaviours in line with ABE's organisational values:

- Self-motivated to help ABE evolve, improve and pioneer new ways of serving customers
- Committed to continuously improve skills and expertise that will make a difference to the organisation
- Always acts with the customer experience in mind

- Thinks beyond today
- Spends time focused on things that are critical and important
- Can effectively cope with change, risk and uncertainty
- Is engaged, communicative and collaborative
- Is personally driven and fully of energy
- Always act with integrity