JOB OUTLINE

Job title:	**Tier 3 Service Desk Engineer**
Hours:	37 hours per week
Reports to:	Service Desk Manager
Team:	Technology in Schools
Location:	Hybrid working - 2 days in HFL Head Office, 3 days remote or onsite at educational settings or as required to meet business needs.

PURPOSE OF THE JOB

As a Tier 3 Service Desk Engineer at HFL, you will provide remote IT support to schools in Hertfordshire and neighbouring counties. You'll troubleshoot and resolve IT issues delivering excellent customer service and response times.

MAIN AREAS OF RESPONSIBILITY

- Provide remote IT support, ensuring the smooth operation of IT systems and devices through maintenance and troubleshooting.
- Act as the escalation point for technical issues, escalated by tier 2, delivering resolutions where possible.
- Diagnose and resolve complex issues related to servers, networks, workstations, and other IT infrastructure, including software, drivers, and peripheral devices.
- Administer and support cloud-based platforms (e.g., Office 365, Google Workspace) and troubleshoot AV equipment when further investigation is needed.
- Support network, Wi-Fi, and cloud infrastructure projects as required.
- Maintain clear communication with customers, providing timely updates on ticket statuses and ensuring high levels of customer service.
- Collaborate with customers, internal teams, and third parties to streamline service delivery.
- Mentor and support junior engineers to enhance their technical skills.
- Continuously expand knowledge of supported technologies and contribute to internal documentation.
- Work with the Service Desk Manager to refine processes and maintain a customer-focused approach.
- Escalate unresolved issues to the appropriate technical teams as needed.
- Adapt effectively to changing business needs and priorities, as necessary.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary.

PERSON SPECIFICATION

Knowledge of:

- Microsoft 365 services and administration (Exchange Online, SharePoint, Teams, Intune). (Essential)
- Google Workspace for Education (Gmail, Classroom, Drive, Admin Console, Chrome device management). (Desirable)
- Windows Server environments (Active Directory, Group Policy, DHCP, DNS, RADIUS/NPS). (Essential)
- Core networking concepts (TCP/IP, DNS, DHCP, VLANs, routing, firewalls). (Essential)
- Cloud platforms and hybrid environments (Azure AD, Azure IaaS/PaaS, Azure AD Connect). (Desirable)
- Backup and Disaster Recovery concepts. (Essential)
- Virtualisation platforms (VMware vSphere/ESXi, Microsoft Hyper-V). (Essential)
- Cybersecurity principles (endpoint protection, DLP, encryption, MFA, compliance with UK GDPR). (Desirable)
- Education technology landscape (MIS platforms like SIMS, Arbor, Bromcom; safeguarding data policies). (Desirable)
- Relevant technical qualifications. (Desirable)

Experience of:

- Administering and supporting Microsoft 365 and Azure environments. (Essential)
- Managing Google Workspace for Education, including user provisioning, Admin Console settings, and Chromebook fleet management. (Desirable)
- Managing Windows Server infrastructure, including Active Directory and Group Policy. (Essential)
- Deploying and managing endpoints using Microsoft Intune, Autopilot, or SCCM/MECM. (Essential)
- Supporting and maintaining network infrastructure (Cisco/HP/Aruba switches, firewalls, VPNs). (Essential)
- Using backup and disaster recovery solutions. (Essential)
- Configuring and maintaining virtualised environments (VMware or Hyper-V). (Essential)
- Investigating and resolving escalated support incidents with advanced troubleshooting techniques. (Essential)

- Supporting education-specific software and hardware (MIS systems, interactive classroom tech). (Desirable)
- Writing and deploying automation scripts to streamline support or administrative tasks. (Desirable)
- Implementing and managing compliance and security controls in line with safeguarding requirements. (Desirable)
- Experience of supporting customers with IT issues. (Essential)

Skills and abilities:
- Passion for technology and an eagerness to learn
- Proactive, organised, and able to priorities workload
- Excellent communication and customer service skills
- Problem-solving and troubleshooting abilities
- Ability to work independently and as part of a team
- Positive attitude and desire to help others

FIXED KEYS TARGETS:
- Log 27 Billable Hours (Weekly Average)
- Achieve CSAT Score of 97% (Weekly Average)