

## Job Description: IT Support Engineer (1<sup>st</sup>/2<sup>nd</sup> Line)

---

### The Department

The IT Department is responsible for supporting and maintaining the company's IT systems and for providing efficient desktop support to all business users. The department is also responsible for resolving any IT-related faults quickly and efficiently, including a broad range of queries from how to set up an email account to system diagnostics, plus enhancing and developing the IT provision extended within the business.

### The Position

The post holder will provide effective IT assistance across all aspects of the business and will provide back up and support to the IT Manager. The post holder is responsible for supporting and maintaining the Microsoft Server and Desktop operating systems, and Microsoft Exchange environment plus general maintenance of all IT-related hardware/software. The position provides exposure to a broad range of IT-related projects and activities.

### Responsible to

This role reports directly to the IT Manager.

### Duties/Areas of Responsibility

The position will involve the following areas of responsibility:

- Escalate IT issues to the IT Manager where necessary
- Responsible for managing backups and tape rotation
- Diagnose and resolve technical issues
- Undertake small to medium-sized IT projects as instructed by the IT Manager
- Provide desktop and server support
- Support and maintain MS Server/Desktops and MS Exchange
- Setting up and configuring new laptops and desktops
- Install authorised software to laptops and desktops
- Ensuring security and upgrades are applied and kept up to date on desktops and laptops
- Antivirus installation to all desktops and laptops
- Fault-finding to laptops and desktops
- Reporting faults and maintaining logs on servers, desktops and laptops
- Completing internal user moves including phones
- Patching of network and phones
- Making of Cat 5 e network cables where necessary
- Ensure all logs for equipment and users are maintained
- Setting up and configuring new core servers
- Installing authorised software to core servers
- Ensuring patches and upgrades are applied to core servers
- Fault-finding to core servers
- Creating purchase requisitions for IT hardware/software
- Ensuring all software purchased licensing is recorded and maintained
- Exchange server mailbox maintenance including archiving mailboxes
- Setting up new users and disabling expired accounts in accordance with HR requirements
- Providing support for MAC and PC

## **Other**

- Prepare documents, meeting materials and correspondence
- Perform basic administrative support duties as required to meet specific operational objectives
- Perform miscellaneous job-related duties as assigned by the IT Manager
- Attend the Spring Convention to provide IT support
- Work extra hours to meet deadlines, as required and where reasonable
- Provide assistance as required to the IT Manager
- Provide assistance and support to colleagues in IT-related matters
- Ensure that a high level of customer service and support is provided to all internal and external customers

## **Special Requirements**

- Adhere to company protocol as laid out in the Company Handbook
- Additional responsibilities as requested by the IT Manager

## **Statement**

*This job description is issued as a guideline to assist you in your duties, it is not exhaustive and we would be pleased to discuss any constructive comments you may have. Because of the evolving nature and changing demands of our business this job description may be subject to change. You may, on occasions, be required to undertake additional or other duties within the context of this job description, and according to the needs of the company.*