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| **Job Description** |
| **Job Title:** | Service Desk Technician 2nd Line |
| **Reports To:** | Technical Support Manager |
| **Location:**  | Manchester – Swinton  |
| **Main Purpose and Nature of Job:** | Sitting within the IT Area, you will be responsible for providing 2nd line technical support to resolve queries, service requests, and incidents that arise across the business, always demonstrating exceptional customer service skills using various mediums such as telephone, e-mails, Teams, and face-to-face. |
| **Key Duties:** | Act as a point of contact for internal and external customers for all IT-related queries, incidents, and service requests.Receive, log, monitor, manage, and escalate tickets where appropriate using the business’ ITSM tool, always ensuring a high-quality service.Take ownership of your assigned tickets, follow up with the end-user, and communicate updates promptly.Troubleshoot IT-related issues from a predominantly Microsoft-based environment, Office 365, mobile phones, and various in-house applications.Desktop & Laptop build/configuration following documented procedures.Office 365 and Exchange support – creating and modifying user accounts and shared mailboxes.Maintain an asset database, tracking changes and updating when applicable.Patching network ports and assisting with desk moves and desk re-configurations.Troubleshoot network issues such as Wi-Fi disruptions and degraded network performance.Monitor disk space, permissions, etc both physical and virtualCreate, manage, and modify user accounts, including password resets, name changes, groups, etc.Create, maintain, and update Service Desk technical documents.Raise any concerns about Equal Opportunity, bullying harassment, and bribery issues.Contribute to the company's Environmental Policy by being aware of the resources required to undertake this work and ensuring that resources are not wasted and disposed of sustainably.Follow safe working practices and assist in the maintenance of good housekeeping standards, to achieve a safe and healthy working environment.To contribute to, participate in, and attend appropriate meetings and training courses as required.Inform, update, and escalate areas of concern to the Line Manager / Senior Line Manager. |
| **Additional Duties:** | Support the team during busy periods or due to team absence. May be required to travel to and from other Restore Digital Locations. |
| **Key Technical Skills:** | Strong working knowledge of Active DirectoryStrong working knowledge of IT Software.Ability to learn employer-specific software.Ability to follow documented processes and procedures.Strong written and verbal communication skills.Ability to diagnose & address technical issues.Ability to work unsupervised proactively and conscientiously.  |
| **Core Competencies:** | A genuine passion for IT Support, with a strong willingness to learn. Customer Focused.Strong communication skills: able to communicate and work with technical and non-technical people alike, in a clear, collaborative, and positive manner. Adopt a structured and organised approach to the working ability to work both individually and as part of a team. Ability to think on your feet and show initiative. Highly self-motivated, with a focus on continuous improvement. Ability to work flexibly. |
| **Line Manager Responsibilities:** | None |
| **Contact with Others:** | Primarily: * Service Desk
* Application Support
* Line Managers, Supervisors, Section Leaders, and Employees
* Any Functional Heads of Departments

As required: * Directors
* Customers (Occasionally)
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| **Status:** | Permanent, Full time (37.5 hours a week) |

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_