

Role: ICT Support Engineer
Department: End user Support
Salary: From £22,500 per annum
Responsible to: Regional Support Team Leader

Job Purpose:

Receives and handles requests for a wide range of support from Cantium Business Solutions customers following agreed procedures. Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls as appropriate. Maintains records and advises relevant persons of actions taken. Supports project activity.

Main duties and responsibilities:

- Following agreed procedures, provides advice to customers on systems, products and services which are available to them.
- Responds to requests for support remotely or on customer sites, resolving Incidents and Requests as appropriate in accordance with Cantium KPI's and service level targets. Promptly allocates unresolved calls to appropriate team, keeping the customer informed of actions taken.
- Manages calls to Cantium standards to include detailed call notes of all steps taken to resolution.
- Assists with providing an effective interface between users and service providers, including external commercial suppliers where applicable. This interface includes documenting incidents, progress checking, and ensuring all diagnostic information is provided for error resolution and incident analysis.
- Assists customers in making more effective use of systems, products and services. Makes initial diagnosis of any problems and advises known solutions where applicable. Investigates more complex technical issues sharing this knowledge with colleagues.
- For all products, services and systems within the area of responsibility, demonstrates, installs and commissions desk-top systems and their routine upgrades. Provides information on updates, known errors, changes in availability, new facilities etc.
- Assists other ICT support and project teams when required.

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
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Description of Business

The Company is dynamic and agile and is built on a new service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and will reinforce the company’s reputation for delivering high quality back-office services to its customers.

Person Specification

Qualifications	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent to include English and Maths at grade C or above. • Relevant ICT industry recognised qualifications ie. GNVQ or level 3 diploma, or equivalent experience.
Experience	<ul style="list-style-type: none"> • Experience of working to deadlines. • Experience of working under pressure. • Experience of working in an IT Service Delivery function.
Skills & Abilities	<ul style="list-style-type: none"> • Proficient in customer service techniques for ensuring that full account is taken of customers’ real and stated needs in the delivery of IT services. • Demonstrates attention to detail and applies quality standards to all tasks undertaken. • Aware of specific standards associated with current role. eg: service desk procedures, support procedures, corporate policies, change management processes, procurement policies. • Aware of the IT infrastructure (hardware, databases, operating systems, local area networks etc) and the IT applications and service processes used within own organisation. • Ability to acquire a proper understanding of a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts, selecting the appropriate method/tool to resolve the problem and reflecting on the result, such that learning is identified and absorbed.
Knowledge	<ul style="list-style-type: none"> • Proficient in the use of Microsoft Office. • Knowledge of Microsoft Operating Systems to undertake routine tasks. • Good understanding of computer networking to identify common issues. • Some understanding of the ITIL Framework, Service Desk Institute (SDI) standards and meeting Service Level targets.

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