TiG Data Intelligence
Holden House
57 Rathbone Place
London
W1T 1JU
0208 371 6450
Info@tig.co.uk

Job Role:	**Senior Support Engineer (2nd Line)**
Reporting To:	**Head Of Service Operations**
Job Type:	**Full Time**
Location:	**London**

About TIG

We believe specialist UK firms deserve the same level of service they would give their own clients.

We know that clients want expertise, a service they can rely on and intimate support from a named individual who knows their business.

We have a desire to be the UK's most trusted Cloud Service Provider, with a reputation for excellence in customer service and are experts in our field. To achieve this, we have a relentless pursuit of excellence; take pride in our accomplishment; and have an appetite for more.

TIG Ltd, is an equal opportunities employer. We make recruitment decisions based on qualifications, skill set and experiences. We consider all suitable candidates for recruitment and development regardless of their age, sex, gender reassignment, race, religious beliefs or lack thereof, marital status, disability or sexual orientation or any other protected characteristic.

We aim to provide a working environment in which employees are able to realise their full potential and to contribute to its business success; we truly believe that diversity of thought makes us stronger.

We understand that each individual is unique and may have different personal circumstances; therefore we are happy to explore flexible working options to accommodate individuals' preferences: With us its personal: not only for our Client but for our People too.

Main Responsibilities:
- Fully understand the service TIG has been engaged to deliver in line with contractual arrangements
- Develop and maintain rapport with end users by displaying a detailed understanding of their IT environment and business issues
- Provide a single point of contact for end users support using all contact mediums
- Establish and maintain high levels of incident ownership through incident lifecycle to a satisfactory conclusion
- Establish a quality working relationship with end users
- Develop and maintain communication skills appropriate to the environment
- Analyse the nature of queries and customer problems and provide suitable solutions within satisfactory timescales

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- Understand and operate the escalations procedures
- Establish and maintain high levels of incident ownership through incident lifecycle to a satisfactory conclusion.
- Comply with all company, department and customer policies and procedures to include attending team meetings and completion of administrative tasks.
- Show an outward commitment to actively develop personal knowledge
- Develop new documentation and procedures
- Trending on internal & client alerts to reduce incidents and improve system stability

Principal responsibilities and accountabilities:

- Cover 1st/2nd line level on calls and tickets that come through, resolving tickets within SLA agreements.
- Monitoring and respond to alerts on N-able / OMS / Connect-wise
- Escalating high priority tickets to Infrastructure Support Specialist
- Provide cover or deputise for other analysts in their absence either within the same team or across teams
- Show an outward commitment to actively develop personal knowledge
- Develop new documentation and procedures on ITGLUE.

Person Spec:

Key Performance Indicators
- Achieving satisfactory levels in Customer questionnaires
- To deal with the day to Day Incident volumes to a high level of service.
- To provide an exceptional level of service to all our clients.
- To ensure that all Incidents/Requests are dealt with within contracted SLA timeframes.
- To ensure Documentation is clear and concise
- Gather technical knowledge to consistently increase your own skill set.

Skills and Experience:
- Educated to GCSE level in Maths and English or equivalent.
- Degree in Computer Science or related.
- Good communication skills, written and spoken.
- Positive, enthusiastic and supportive individual
- Proven Customer service skills
- Ability to take ownership of and progress incidents to resolution
- Ability to work under pressure
- Ability to work in a team and to support team members

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- Effective keyboard skills
- Communication and interpersonal skills including listening, building rapport, establishing empathy and demonstrating awareness of internal and external issues in a calm and polite manner.
- Analytical Fault Finding

Technical skills required

- Experience troubleshooting desktop issues, i.e. printers, network issues, user profiles, troubleshooting Microsoft applications.
- Anti-Virus – Windows Defender / Sophos / Trend / Symantec
- 2008/2012/2016 Windows server
- Active directory
- Routing & Switching
- Good understanding of Exchange 2010/2013/2016, Office 365
- Email Filtering and Spam Applications i.e. Mimecast
- Virtualisation (VMWare, Hyper V).
- Experience in IT networks
- Backups (cloud, tapes)
- Monitoring platforms (level platforms / OMS / N-able / Solar-winds
- Office 365 / Azure
- MCP/MCSA
- CCNA

Desirable skills
- Linux Server Ubuntu / Redhat
- Intune
- Azure Automation
- AWS
- PowerShell