

ROLE PROFILE

Job Title	Service Delivery Engineer - 2nd Line
Business Unit / Group Function	Central Services
BU Team / Sub-Function	GTS
Location	SBP
Leader	Global Service Delivery Leader
People Leadership	No
Job Level	5
Role Purpose To provide high quality second line engineering support to the business, managing calls assigned to the central IT Service Desk, resolving IT calls and service requests within Service Level Targets to the required standards.	
Accountabilities - To provide high quality second line engineering support to the business, managing calls assigned to the central IT Service Desk, resolving as many IT calls and service requests as possible within Service Level Targets - Act as a single point of contact for the first line service delivery analysts, providing support and technical expertise, support to system end- users upon escalation, logging, updating and resolving calls within agreed service level targets and escalating to other teams as appropriate to meet business targets - Proactively share knowledge with peers, other team members including creation, updating and documenting procedures and solutions to defined standards - Suggest/contribute to ways of improving existing tasks and processes using current technology to support a culture of continuous improvement - Ensure that all calls are logged in the Service Desk with the relevant service level target applied - Carry out system/staff Adds, Deletes and Transfers in line with existing processes - Engage, and establish successful relationships with end- users, identifying ongoing opportunities for improving the User experience and maximising customer service	
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Competencies

Presenting and Communicating Information • Speaks clearly and fluently • Expresses opinions, information and key points of an argument clearly • Makes presentations and undertakes public speaking with skill and confidence • Responds quickly to the needs of an audience and to their reactions and feedback • Projects credibility	Applying Expertise and Technology • Applies specialist and detailed technical expertise • Develops job knowledge and expertise through continual professional development • Shares expertise and knowledge with others • Uses technology to achieve work objectives • Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity • Demonstrates an understanding of different organisational departments and functions	Deciding and Initiating Action • Makes prompt, clear decisions which may involve tough choices or considered risks • Takes responsibility for actions, projects and people • Takes initiative, acts with confidence and works, • Initiates and generates activity
Delivering Results & Meeting Customer Expectations • Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity • Works in a systematic, methodical and orderly way • Consistently achieves project goals	Coping with Pressures and Setbacks • Works productively in a pressurised environment • Keeps emotions under control during difficult situations Handles criticism well and learns from it • Balances the demands of a work life and a personal life. Maintains a positive outlook at work. • Handles criticism well and learns from it	Achieving Personal Work Goals and Objectives • Accepts and tackles demanding goals with enthusiasm Works hard and puts in longer hours when it is necessary Seeks progression to roles of increased responsibility and influence • Identifies own development needs and makes use of developmental or training opportunities

Skills and Experience

Previous experience of and ability to support: Microsoft Active Directory, Microsoft Exchange \ Outlook, Server and Microsoft Office 365 environment
Previous experience in Microsoft MCP, CompTIA+ and hold one or more relevant industry qualifications: Microsoft 365 Fundamentals, Microsoft MCNA , CompTia
Strong communication and interpersonal skills

Logical thinker with strong analytical, problem solving and organisational skills
Demonstrates ability to work cooperatively alongside others to deliver team targets
Comprehensive hands-on experience in technical development and delivery, using industry recognised tools and methodologies