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**The Shepherds Friendly Society Ltd**

**Job Description**

**JOB TITLE:** 2nd Line Support Engineer

**REPORTS TO:** Head of IT & Cyber Security

**PURPOSE OF THE JOB**

* To provide timely and effective 2nd/3rd line technical support to end-users via various channels (phone, email, chat).
* Manage and prioritise incident tickets to ensure timely resolution and escalate issues as needed.
* Provide support and assist the management of the Society’s Microsoft 365 environment including Azure Virtual Desktop.
* Assist in the maintenance and management of IT infrastructure components, including servers, networks, and other related systems as required by the Society’s IT strategy, both on-premises and in the cloud.
* Participate in the implementation and deployment of hardware and software upgrades.
* Document all support interactions and resolutions in the ticketing system.
* Contribute to the development and improvement of IT processes and procedures.
* Create and update user documentation, FAQs, and knowledge base articles.
* Work closely with vendors and external partners to resolve issues and implement solutions.
* To deliver the requirements of your role in line with the Society's culture and values and the principles outlined in the Society’s Consumer Duty policy (as appropriate to your role)

**BUDGET RESPONSIBILITY & DECISION MAKING AUTHORITY**

* None within the role but should feel free to feed through ideas and thinking to their Manager.

 **PRINCIPAL ACCOUNTABILITIES**

* To provide a technical support function for the IT and communications infrastructure
* To maintain an effective IT and communications infrastructure both on-premises and in the cloud
* To ensure requests made to the IT department are actioned within appropriate timeframes
* To enforcement of IT policies in line with up to date best practises
* To actively participate in cyber security initiatives, and maintain the infrastructure defences against cyber security threats
* To manage relationships with relevant external suppliers
* To contribute to the implementation of corporate culture initiatives
* To be aware and comply with office health and safety procedures
* To carry out other such duties and responsibilities as required by your line manager or assigned to you by the Society from time to time

 **THE CANDIDATE**

* Relevant industry certifications such as CompTIA A+, CompTIA Network+, or Microsoft Azure certifications
* Experience in a similar role in an IT environment
* Experience in management of Microsoft Business environments (Active Directory, Exchange, Office 365)
* An understanding of Microsoft-based on-premises and cloud-based infrastructures
* Experience in managing cloud technologies (Microsoft Azure preferred)
* Some knowledge of SQL databases is desirable (MS SQL preferred)
* An interest in Cyber Security.
* A flexibility which enables the prioritisation of urgent business requirements and requests ahead of day-to-day workloads
* Must be able to work on own initiative
* Must be able to manage changing workloads and priorities
* Ability to work to deadlines

**CORPORATE CULTURE & BEHAVIOURS**

The Society has a behavioural framework, a set of core behaviours which define ‘how’ we would like you to approach your work. It sits alongside ‘what we do’ which is outlined in this job description. The framework details the behaviours and attitudes which we believe are important to support the delivery of our organisational objectives, values, and culture.

Your health and wellbeing is important – you should ensure that you are fully aware of and comply with all office health and safety procedures

**CONDUCT STANDARDS**

You are expected to follow the FCA/PRA Conduct Standards:

* You must act with integrity
* You must act with due skill, care, and diligence.
* You must be open and co-operative with the FCA/PRA/other regulators
* You must pay due regard to the interests of customers and treat them fairly
* You must observe proper standards of market conduct