



TRINITY HOUSE

ROLE PROFILE

IT SENIOR SERVICE & SUPPORT ENGINEER

JOB PURPOSE

To provide customer-focused front line, second and third level support and advanced problem solving management on a wide range of software, hardware and network related systems. Assist with project delivery and providing line management, coaching and mentoring to junior support posts. Provide detailed technical understanding of a wide range of IT systems and infrastructure. Responsible for maintaining the availability of business critical systems.

KEY RESPONSIBILITIES	Technical assistance	<ul style="list-style-type: none">▪ Effectively and efficiently carry out technical IT duties as required.▪ Maintain technical skills and qualifications to an advanced level.▪ Participate in shift roster and 24/7/365 out of hours support roster.▪ Develop, maintain, operate and improve system procedures and checklists.▪ Participate in the Disaster Recovery and Business Continuity test cycle.▪ Manage PC imaging, ensuring changes are risk assessed, recorded and tested prior to rollout.▪ Monitor server backups and change tapes for back-ups as required.▪ Update and accurately maintain CMDB as necessary.▪ Troubleshoot, alert and take appropriate action, escalating as appropriate.▪ Create and maintain system documentation.▪ Demonstrate continual service improvement.
	Data and communications network and infrastructure	<ul style="list-style-type: none">▪ Monitor and maintain the Data and Communications Network.▪ Understand and carry out maintenance and configuration of Cisco (Webex) Phone system.▪ Carry out server/directory service admin and troubleshooting.▪ Monitor the LAN / WAN performance and maintain / troubleshoot as required.▪ Understand and carry out basic maintenance and configuration of routers, switches and firewalls.
	Front line support	<ul style="list-style-type: none">▪ Provide front line support service to end users on software and hardware related problems.▪ Provide second and third-line support where required especially for network and communications.

		<ul style="list-style-type: none"> Perform root cause analysis. Provide consistent levels of capability, work independently, sharing information as appropriate.
	Project delivery	<ul style="list-style-type: none"> Manage projects allocated or agreed by the Network & Security Manager. Participate and assist in the planning and implementation of IT projects as directed. Assist with requirements and definition management. Provide specialist technical support and assistance to projects.
	Cyber security and data protection	<ul style="list-style-type: none"> Be aware of cyber security and data protection issues, implement countermeasures and undertake remedial actions in line with Trinity House cyber/security policies and procedures. Promote good cyber practice to staff. Adhere to stated policies and procedures relating to cyber security and data protection.
ENTRY REQUIREMENTS	Skills and experience	<ul style="list-style-type: none"> Significant exposure to a technical IT environment at an advanced level, including Service Desk. A high level of professional IT knowledge and experience. Excellent problem solving analytical skills In depth knowledge of systems and architecture such as Windows desktop and Server, (Azure) Active Directory, Networking, Citrix, Email, MS Office, VMWare, SAN's, WAN (MPLS), LANs, VoIP (unified communication), SIP Trunks, Wireless networking. Knowledge of Linux, SCO UNIX desirable. Knowledge of satellite communication systems desirable. Knowledge of other IT technologies such as HTML, XML, PowerShell, scripting and AI desirable. Understanding of Cloud based and hosted technologies e.g. Saas, IaaS, PaaS.
	Qualifications	<ul style="list-style-type: none"> Professionally qualified to MCSE, MCIPT or equivalent with relevant demonstrable experience. ITIL foundation qualified. Qualified as a Prince2 Practitioner desirable. Professionally qualified to Citrix CCA desirable.
	Professional Competencies	<ul style="list-style-type: none"> Asset and configuration management Ownership and initiative Problem management Technical specialism Technical understanding Troubleshooting and problem resolution Service management framework knowledge Design and maintain system documentation Staff/Team management