

# nightingale hammerson

## JOB DESCRIPTION

<b>Post Title:</b>	IT Assistant – 1st Line Support Engineer		
<b>Department:</b>	ICT		
<b>Full/Part Time:</b>	Full time	<b>Hours of work</b>	37.5 per week
<b>Postholder reports to:</b>	Head of Finance		
<b>Postholder supervises:</b>	No supervisory responsibility		
<b>Location</b>	SW12 (Wandsworth) & N2 (Barnet)		
<b>Purpose of the Job:</b>			
<p>The 1st Line support engineer is responsible for assisting the Head of ICT in delivering a first class support service to the networked and roaming staff members of Nightingale Hammerson, as well as residents of the care homes. Acting primarily in a 1st line support capacity to resolve issues in person, over the phone or via remote connectivity. This is a varied role and requires a team player with excellent time management and prioritisation skills to deliver solutions for all stakeholders.</p>			
<b>Equal Opportunities</b>			
<p>Nightingale Hammerson is committed to achieving equality of opportunity both in delivering its services and in the employment of people and expects all employees to understand and promote equality of opportunity in their work.</p>			

### Duties and Responsibilities

1. Daily monitoring of the MSP support call logging system.
2. Logging of all support calls in the MSP system.
3. Providing 1st line technical support, responding to support queries across both UK sites.
4. To maintain a high degree of customer service when responding to support issues.
5. To take ownership of support issues and seek closure ensuring all relevant support procedures are followed.
6. Escalation of more complex calls to the relevant support team member (MSP).
7. Installation configuration and deployment of new and existing hardware in line with defined procedures
8. Installation configuration and deployment of new and existing software in line with defined procedures

9. Assist with raising Purchase Orders for ICT supplies.
10. Provide daily IT and technology support and solutions to a variety of stakeholders including employees, visitors, elderly residents and relatives

### **Values**

To maintain Nightingale Hammerson's Values of: **Compassion, Respect, Excellence, Dignity, Integrity and Teamwork** in all areas of their work.

### **Health & Safety**

To comply with Nightingale Hammerson's Health & Safety Policy and Procedure.

### **Equal Opportunities**

To comply with Nightingale Hammerson's Equal Opportunities Policy.

## PERSON SPECIFICATION

The requirements listed below are considered to either be **essential** to successfully undertake the duties and responsibilities of the post or are considered **desirable**.

<b>Criteria</b>	<b>Essential or Desirable</b>
<b>Qualifications</b>	
1. Completed a recognised IT apprenticeship or equivalent	Essential
<b>Experience</b>	
2. 1st line support experience or equivalent	Essential
3. Experience of a call logging systems and remote support tools	Essential
4. Experience of VMware & Citrix	Desirable
<b>Knowledge</b>	
5. Good knowledge of Microsoft products and operating system	Essential
6. A good understanding of PC hardware	Essential
7. An understanding of server environments and Active Directory.	Essential
<b>Skills and attributes</b>	
8. Personal resilience and the ability to manage challenging situations calmly and collaboratively to reach solutions	Essential
9. Adaptable and flexible approach	Essential
10. Ability to build rapport with a variety of stakeholders	Essential
11. Excellent written and oral communication skills	Essential
12. Detail-focused with the ability to deliver highly accurate work in good time.	Essential
13. Excellent time management skills	Essential
14. Ability to obtain and identify key information through Active Listening, and deliver results accordingly	Essential
15. Highly motivated, team player attitude	Essential