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Job Description

Job Title	**Service Delivery Engineer**	**Permanent or Fixed term**	Perm
Department	**Group IT**	**Hours**	**37.5 [Fixed Times 08:00 – 16:30]**
Reporting to	**Group IT Service Delivery Lead**	**Location base**	**Hatfield**
Job Overview	This role is the first point of contact for IT support, helping colleagues and other IT system users across our office and warehouse environments get the most from their technology. Working within the Group IT Service Delivery team and reporting to the Group IT Service Delivery Lead, you will resolve service desk tickets, support Windows 11 and Microsoft 365 users, set up and maintain hardware, and manage the IT side of joiners, movers and leavers, escalating more complex issues to our second- and third-line teams. This is a fully on-site role supporting our on-site and remote teams.		

Principles responsibilities:

- Triage, prioritise and respond to tickets on the IT Service Desk and assist customers with their queries in a timely and helpful manner.
- Meet business service level agreements (SLAs) as required, such as first response, resolution, escalation, etc. and follow Group IT policies and procedures in your day-to-day role.
- Contribute to knowledge base articles for both internal Group IT use and use by the wider business, building and maintaining the knowledge base for all employees.
- Identify, triage, and alert on critical IT security issues and events, including phishing attacks, supporting the security team in identifying and resolving vital security events.
- Ensuring that good security is maintained across Air Business systems, such as MFA enforcement, least privilege access controls, disabling and removing unneeded access, and keeping equipment physically secure.
- Provide support for a wide variety of software solutions, including Microsoft products such as Windows 10, Office 365 along with other vendor applications and bespoke Air Business systems.
- Carry out maintenance, repairs and support on a variety of hardware solutions, including desktops, laptops, mobile phones, desktop and label printers, scanners and other systems.
- Setup accounts for new starters and provides them with their required hardware, including carrying out inductions that cover what Group IT does for the business, how to use equipment and software, and where to get IT assistance. Manage the leaver process from the IT perspective and update and adjust user access permissions for applications and services when required.
- Setup and manage hardware, such as new computer installations, equipment for meeting rooms, printer installations, networking setup and configuration as needed.
- Manage and update the company's IT asset register, including new information on new equipment and updating asset details when equipment is checked in and out. Maintain an understanding of IT stock and arrange for replacement orders as necessary.
- Assist and support the System Administrators with project work and learn and grow skills into new areas as needed.

It is the company's intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business will change, and the jobholder's obligations are bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definite and exhaustive statement.

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- Learn and progress your skills, taking an active role in your own training and development to quickly pickup new technical skills and enhance your capabilities.

Key Skills/Qualification/Experience

This is an Entry level IT role so overall we will be looking for someone with a key interest in IT, candidates with no IT qualifications or background but from a customer service background will be considered

- An understanding of, and enthusiasm for Information Technology, with a desire to learn new systems and processes.
- Excellent problem-solving skills, with a desire to dive into problems, resolve them, and document the fixes.
- A drive for good customer service and a need to be able to do a good job and see it through to completion.
- An excellent communicator, able to explain sometimes complex technical tasks to end users in easy-to-understand terms, as well as create detailed documentation and informative user guides.
- Calm under pressure, able to work to tight deadlines and prioritize user issues as required. Able to gain an understanding of the Service Desk structure and work efficiently and flexibly to meet the varied demands of the business.
- Desirable qualifications: CompTIA A+, ITIL 4/5 Foundation, MS-900/AB-900.
- Eager to learn and develop new skills, able to work alongside others on support and project work as well as independently.
- Able to respond rapidly to changing situations and priorities, multi-tasking as necessary to deal with different issues as they arise and respond to challenging user requirements.

Adherence to Company Standards

- ***Information Security*** *You will be responsible for upholding Company Information Security standards in accordance with ISO 27001This involves maintaining the confidentiality, integrity, and availability of company data and systems.*
- ***Policy compliance*** *– you are responsible for adhering to the guidance set out in our key policies Data Protection, Anti Bribery, Bullying and Harassment, Sickness reporting,*

Completion of Mandatory Training:

- You will be required to complete all mandatory training modules as designated by the Company, utilising any Learning Management System (LMS) specified. This training is essential to ensure compliance with regulatory requirements such as information security, promote a safe and healthy work environment, and enhance your skills and knowledge relevant to your role.
- Training must be completed annually upon notification from the designated LMS platform.

In this role, you will consistently demonstrate our company's behaviours by embodying Positivity, Trust and Togetherness.		
Positivity	**Trust**	**Together**
A great attitude and solution-oriented thinking	**Acting with respect, integrity, and decency in all our endeavors**	**A collective effort, amplifying our strengths to achieve more**

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Demonstrate a positive and can-do attitude, adapting to change with a flexible mindset even in the face of challenging situations Be proactive in identifying and solving problems, even if it requires going above and beyond normal job duties Collaborate with colleagues to find innovative solutions to business challenges Be responsive and timely in addressing customer, colleague and supplier requests Take responsibility for your actions and decisions, both successes and mistakes	Communicates and acts with honesty and integrity in all professional dealings, maintaining a high standard of ethical conduct Consistently meets deadlines and fulfils commitments to build a reputation for reliability Respects the confidentiality of sensitive information, ensuring that it is shared only with those who need to know Adheres to all applicable laws, regulations, and company policies, ensuring ethical and legal business practices Advocate for responsible behaviour with ethical and sustainable practices within the organisation, inspiring others to manage resources responsibly	Creating a welcoming environment where we value and treat everyone with respect Collaborating with our colleagues, customers, shareholder An Post and partners fostering an environment of unity and support understanding their needs to ensure maximum effectiveness and drive mutual growth We provide feedback in a constructive and respectful manner, fostering a culture of continuous improvement We celebrate team achievements and value the contributions of every team member We address conflicts openly and constructively, focusing on finding solutions rather than assigning blame