

Job description

Job title:	Second Line Support Technician
Team:	IT
Location:	Hybrid working – Between office location and home
Hours of work:	37.5 hours
Contract:	Permanent, full time
Benefits include:	33 days (plus eight bank holidays) 8% employer pension contribution (Aviva) or access to continue NHS Pension Enhanced maternity, paternity, adoption, and shared parental pay Free health cashback plan Free employee assistance programme Learning and development commitment to staff Health and wellbeing commitment to staff
Reporting to:	Service Desk Manager
Direct report/s:	None

Background

Today, dementia is the leading cause of death in the UK. By 2025, more than one million people in the UK will be living with this often devastating condition. Millions of us will know someone living with dementia. Many will be directly affected it – as the incredibly difficult role of carer often falls to friends and family members.

Dementia UK is a value driven charity, providing specialist dementia support and advice for families through our Admiral Nurse service. Our nurses help people living with dementia stay independent for longer and support the people caring for them so that they will have the strength to cope with the bad days, and the energy to enjoy the good days.

We value our people so it's important for us to create a working environment that looks after our workforce, enabling everyone to achieve their full potential. You will become part of a diverse and dedicated team, working in an environment where you can collaborate, be respected and thrive.

Purpose of job

Our IT team plays an integral part in driving a rapidly expanding Dementia UK forward, from supplying equipment and managing our internal support function to leading on digital strategy.

We must keep the critical IT Infrastructure running and ensure that our staff have a positive experience from their use of technology as well as developing curiosity and innovation. The **Second Line Support Technician** is pivotal in providing this service. They will ensure that Dementia UK's staff are supported with their IT questions, queries and problems in a timely manner, provide the best possible user experience, balanced against any cyber security constraints which could cause organisational harm.

The **Second Line Support Technician** is the second line escalation point for all IT support queries (excluding those relating to clinical software). You will work with the first, second and third-line Support Technicians, the Service Desk Manager and third-party suppliers to support over 250 users. You will maintain and monitor IT systems including remote working solutions; understand and resolve technical issues in a prompt and professional manner; administer standard service requests and provide excellent customer service to our internal staff. The running of an effective IT service is instrumental in our service delivery, to help support more families facing dementia.

This role is based on the British Computer Society Chartered Institute for IT, SFIPlus IT Skills framework:

Competency	Expected Level
Problem management (PBMG)	Level 3
Incident management (USUP)	Level 3
Asset management (ASMG)	Level 3
Customer Service Support (CSMG)	Level 3

Key accountabilities and responsibilities

Problem management

Investigating customer queries and problems, involving hardware, software and business platforms. Troubleshooting with the customer, remotely or in person, to find ways to either solve the problem or escalate to a third line technician/ our technology partners where appropriate.

Initiate action to resolve problems in systems and services. Document such incidents and problems within the defect/problem reporting system (Service Desk). Match unresolved incidents against existing problems, known errors and other incidents.

Assist with the implementation of agreed remedies and preventative measures, in close liaison with the Service Desk, Incident management, Change management, other support teams, configuration management and asset management functions.

Support service level management in monitoring the impact of problems on agreed service levels.

Produce reports on defect/problem reporting data (e.g. data extracted from the known error database and/or configuration management system). Take agreed actions as directed relating to problem investigation and resolution within the allotted timescales.

Incident management

Following agreed procedures, identify, register and categorise incidents.

Gather information to enable incident resolution and promptly allocate incidents as appropriate.

Maintain records, in accordance with procedures, and advise relevant persons of actions taken.

Document and close resolved incidents according to agreed procedures.

Customer Service Support

Ensure that all queries are approached with the customer front and centre. Communicate politely, professionally and in a timely manner, according to agreed SLAs and guidelines.

Receive and handle requests for support. Respond to a broad range of service requests by providing information to fulfil requests or enable resolution. Provide first line investigation and diagnosis and promptly allocate unresolved issues, incidents and problems as appropriate.

Apply customer service standards to track, monitor, report, resolve and/or escalate issues, incidents and problems.

Contribute to creation of support documentation.

Asset management

Keep accurate records of changes to IT assets, as directed.

Assist with the control of IT assets in specific areas, administering the acquisition, storage, distribution, movement and disposal of assets.

Produce reports and analysis to support asset management activities and aid decision making.

Apply tools, techniques and processes to create and maintain an accurate asset register.

General responsibilities

Demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demand, downtime or project work.

Working collaboratively, always, to ensure knowledge is shared. Raise problem incidents when the root cause is unknown. Pro-actively communicate issues with key stakeholders.

Ensure strict adherence to Dementia UK Information Security and GDPR policies.

Deputise in the Service Desk Manager's absence on business-as-usual activity.

General

- a) Actively promote the core values of Dementia UK whilst working towards achieving the strategic objectives of the charity.
- b) Have a strong working knowledge of Dementia UK's vision, mission and impact.
- c) To undertake all duties in line with the Dementia UK's policies, procedures and regulations ensuring that the work undertaken actively promotes equality, diversity and non-discrimination.
- d) Undertake any other duties related to the job purpose and which may be necessary, as required.

This job description is not exhaustive and is subject to change in accordance with business need.

Person specification

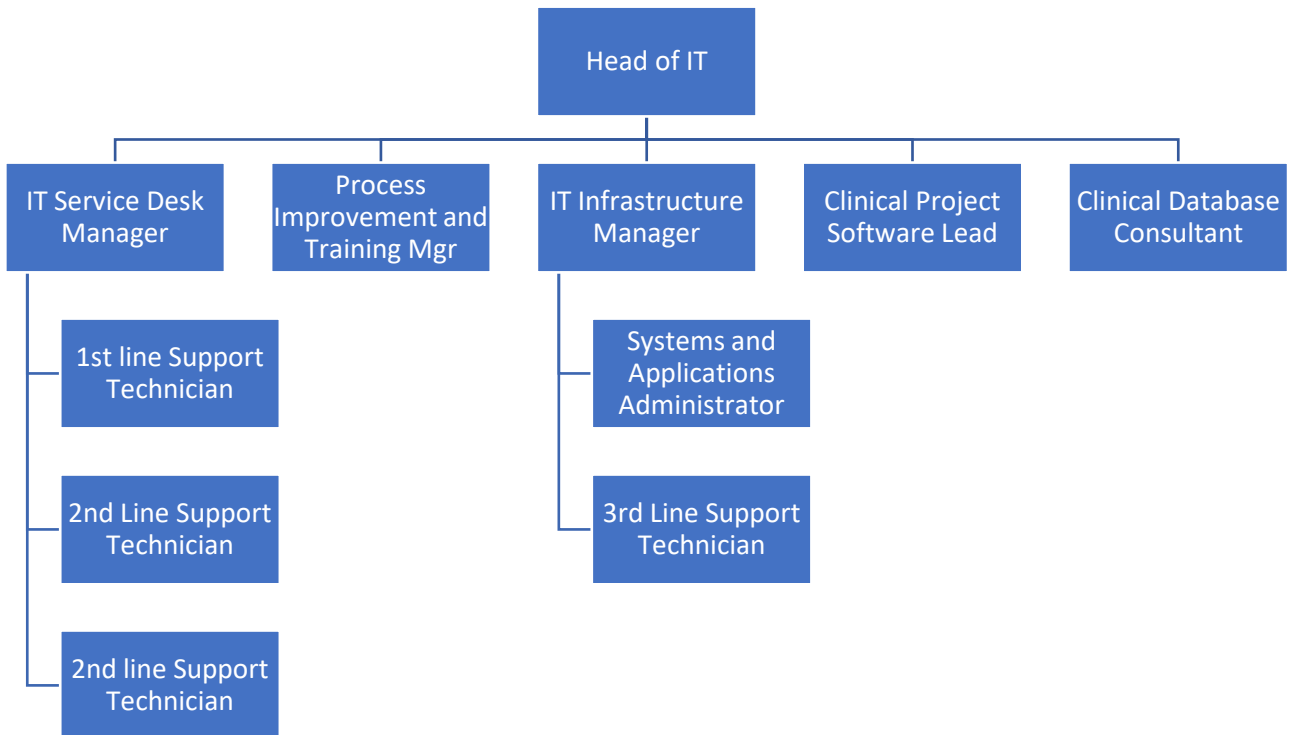
Essential			
Qualifications, knowledge, skills, and experience			
Criteria	Application	Test	Interview
Proven experience within a first or second-line technical product or service support role	X	X	X
Highly digitally literate with advanced level understanding of Microsoft 365 administration and applications	X		X
Experience of setting up and managing hardware assets in an organisation (ideally on InTune)	X		X
Experience using a Service Desk platform	X		X
Good understanding of GDPR and handling sensitive information	X		X
ITIL Foundation certification	X		X
CompTIA or similar server management qualification	X		X

Desirable		
Qualifications, knowledge, skills, and experience		
Criteria	Application	Interview
Microsoft certified professional		X
BA level degree in computer science or computer engineering	X	
Customer service training	X	X
Cyber security and threat detection experience	X	X

Personal attributes		
Criteria	Application	Interview

Customer focused. Understanding the needs of the internal or external customer and keeping these in mind when taking actions or making decisions.		X
Excellent communication and interpersonal skills; written and verbal		X
Ability to prioritise and organise own workload		X
Excellent team working skills, able to work with cross-functional and differing skill levels with an approach to share knowledge wherever possible		X
Determined approach to solving user problems and queries. Aiming to resolve these quickly and efficiently		X
Attention to detail and applying quality standards to all tasks.		X
Awareness of risk, security, data protection, and health and safety at work		X

Team Structure



Our values

Collaboration
Compassion
Integrity
Ambition