



Techminder

TAKING CARE OF IT

Senior Support Engineer Recruitment Pack

About the Role

Job Title: Senior Support Engineer

Hours: Full time, 36.25 hours per week. You will be expected to work such hours as are necessary to carry out the duties associated with the post.

Salary: £32,000 - £35,000.

WHY WE DO IT

We are interested in having a long-term relationship with our clients and being a valued partner and, because we take pride in being part of their community, we always go the extra mile to ensure the best possible service.

We are looking for someone with excellent interpersonal skills who can clearly communicate with a diverse client group and is committed to the delivery of excellent customer service.

Please note we do not accept CV's. Please complete the attached application form. We ask that all completed application forms are sent to darren.shaw@techminder.co.uk

The closing date for applications is Friday 4th November at 9am.

Interviews will take place w/c 7th November.

Applicants attending interview will be invited for an informal discussion to assess suitability, followed by a formal interview and a skills examination.

The successful candidate will be subject to an enhanced DBS check before taking up the post, along with pre-employment safeguarding checks. All offers of employment are subject to a 6-month probationary period prior to the issuing of a permanent contract..

Techminder is committed to safeguarding and promoting the welfare of children and young people and expect all staff to share this commitment.

Please note: If you have not been contacted within one week of the closing date please assume that your application has been unsuccessful on this occasion. We are unable to provide feedback on individual applications. Applications received after the closing time stated will not be considered.

About Techminder

Techminder is a fast-growing Managed Service Provider based in Wigan, that works with customers across the Northwest. Our IT team primarily supports a growing and loyal base of education customers.

Being part of our team is an exciting opportunity to learn new skills and develop your career. At Techminder we go above and beyond, taking pride in our ability to not only support customers but to build long and lasting personable relationships with them.

With impressive growth behind us, Techminder is moving from strength to strength. As our customers grow and change, our own people and business need to as well.

CORE VALUES

Great value for money, a caring approach, trust, transparency and providing exceptional levels of service – these are just some of the many positive values at the core of Techminder.

WE ARE PROUD TO OFFER THE FOLLOWING STAFF BENEFITS TO OUR EMPLOYEES:

- Auto enrolled, private pension scheme
- 24 days holiday, plus 8 days bank holidays an extra day to use on your birthday.
- 36.25 hour working week
- Excellent training and development opportunities
- Any mileage and expenses paid
- Branded workwear
- Mobile devices provided
- Flexible working accommodated where possible

What our customers say



The support and guidance we receive from Techminder is truly first class. The whole team are incredibly knowledgeable, and this level of expertise allows them to help us through all IT issues (from the minor 'quick fix' to the more strategic) in a manner which is both efficient, innovative and effective. During school closures, their support, which was often immediate, played a critical role in the success of our remote learning offer and allowed us to help families with a whole range of technical issues. They truly went above and beyond. In addition to this, the team are just wonderful and a true pleasure to welcome into school. We all view them as part of our school family now and that is testament to the support and advice they are always so willing to provide to each and every staff member.

Jennifer Young
Headteacher, Parish CE Primary School



Techminder is a great addition to our school – they are happy to help with any issue no matter how big or small. Their advice and guidance over a number of years has helped us to build a robust, secure and cost-effective IT system. Techminder's staff are education specialists and understand that one size does not fit all. As a special school they really appreciate the differences to mainstream. They have helped us to scale up our IT resource as the school has grown and they will play a key role in ensuring our new build has IT systems that are future proof. I cannot recommend them highly enough – we would be lost without them.

Sandra Couling
School Business Manager, Hope School & College

Job Description

Job Title:	Senior Support Engineer
Reports to:	Network Manager / Managing Director
Grade:	£32,000 - £35,000

Main purpose of the Role

The purpose of this role is to provide high level of technical support to our clients.

Visit schools for technical support when required. Maintain the service provision, including managing all aspects of ICT technical support.

Develop and implement our clients strategy in collaboration with the Network Manager.

Core Responsibilities & Tasks

Technical Ownership

- Work with the Director, Network Manager and support engineers to develop and implement Techminder's technical strategy and vision.
- Be the technical escalation point for the IT support engineer.
- Assist with the creation and maintenance of all technical documentation.
- Carry out technical audits of school networks. Make recommendations, scope and carry out upgrades/changes where agreed, and in line with Techminder's vision.
- Maintain a comprehensive change control process.

Operational Delivery

- Monitor support calls and provide assistance where required.
- Co-ordinate with support engineers and the Network Manager to ensure ICT and AV issues are resolved efficiently and professionally.
- Resolve complex technical issues on site when required.
- Provide a proactive service to mitigate major incidents.
- Provide a reactive service for major incidents.

Technical Leadership.

- Provide remote and in person technical mentoring.
- Monitor technical trends and inform the Director with a view to continuous improvement.
- Have an enthusiasm for emerging technology and innovation.

Additional Responsibilities.

- Judgement of when technical issues require further escalation.
- Prioritisation of tasks and projects.
- Develop knowledge of individual schools and their ICT.
- Develop knowledge of emerging technologies with a view to teaching and learning.

Corporate Responsibilities

- To plan, monitor and review health and safety within areas of personal control.
- To participate in the Performance Management process and engage in continuous professional development and networking to ensure that professional skills and knowledge are up to date.
- To maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues
- Techminder is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
- It is expected that all staff work collaboratively to share good practice, resources and ideas. All staff should act with professional integrity at all times, following the Code of Conduct.

What we are looking for

- Has previously worked within an IT team, preferably in an education environment or for a Managed Service Provider.
- Can effectively communicate IT problems to a variety of people.
- Has excellent troubleshooting skills and enjoys problem solving.
- Has a willingness to learn and develop new and existing skills.
- Has an aptitude for fixing hardware, software and investigating IT problems.
- Demonstrates good interpersonal skills, can be flexible and enjoys working as part of a team .
- You must have the ability to work independently, showing initiative and also work successfully in a team environment .
- Is personable and be able to interact with various stakeholders from students up to Senior Management.

OUR AIM

Our aim is to demonstrate those qualities to more clients and to ensure they are provided with the best possible IT solutions.

Person Specification

Key Skills

Ability to problem solve and think creatively.

Ability to scope, design and deliver technical solutions.

Excellent personal communication skills, with the ability to empathise with others who may be under pressure

Ability to cope with change and adapt quickly to a new and developing situation.

The ability to work proactively with good planning and organisation skills.

Excellent verbal and written communication skills.

Ability to manage time effectively, and work independently

A flexible approach to out of hours working.

Customer focused and committed to the delivery of excellent customer service.

Excellent problem solving skills

Proactive with their own personal development.

Use of own transport for travel between site, with appropriate driving license

Knowledge and Experience

Experienced in maintaining and supporting of client-server networks at an advanced level including Microsoft Windows Server and associated management tools, Endpoint Manager, Azure, MS and Apple Client OS and Microsoft System Centre Configuration Manager.

Highly developed diagnostic and troubleshooting skills incorporating end-to-end investigation, root cause analysis and resolution, inclusive of proposing future improvements.

Excellent understanding of:

Server roles and infrastructure

Server Virtualisation

LAN and WAN

Web Filtering and Firewalls

Networking infrastructure

Backup solutions (on premise/hosted)

Wireless Infrastructure

IP telephony

Cloud infrastructure technologies

Print management

Network security

General Data Protection Regulation

Significant technical experience of successfully delivering complex installations.

Able to mentor / coach other engineers and provide ongoing constructive feedback.

Is recognised as a product specialist possessing in-depth knowledge within a field operations environment
E.g. Microsoft Endpoint Manager, Cisco, HP etc.

Ability to act as an on-site technical lead engineer.

Develop and maintain 3rd party partner relationships.