



# BrightCloud Job Specification

2<sup>nd</sup> Line Support Engineer

Suzanne Young (IPCM)

# Contents

Job Specification: 2nd Line Support Engineer .....	3
Introduction .....	3
Job Title and Function .....	3
Responsibilities .....	3
Skills Requirement .....	4
Personal Profile.....	6
Performance Monitors .....	6
Potential Career Progression.....	7

# Job Specification: 2nd Line Support Engineer

## Introduction

BrightCloud Ltd is a Managed Service Provider (MSP), providing IT outsourcing and hosting services to the SME sector. Our aim is to reduce cost of ownership and increase performance of our customer's IT infrastructure by employing processes underpinned by advanced technology for management of IT. Core business includes virtual off-site networks, monitoring, alerting and reporting technologies, network design, shaping and observing.

## Job Title and Function

In the role of 2<sup>nd</sup> Line Technical Support Engineer, the Support Technician is responsible for accepting escalations to existing Incidents and Changes from the 1<sup>st</sup> Line Team, Problem Resolution and Project Work. Much of the work required of this position requires deep dive investigations into infrastructure solutions, owning escalations, problems and projects from an early stage through to completion whilst bearing SLA targets in mind.

The role is part of a remote support team based in the Command Centre in Daventry. The Support function must be continuously available during working hours (08:00 – 18:00). The team will work on a rota basis (7.5 hour shifts +1 hr lunch) to ensure relevant cover is always available during these hours. There is also an Out of Hours rota covering Priority 1 Incidents that we would expect members of this role to participate in.

## Responsibilities

- Accepting or assisting the 1<sup>st</sup> Line Team in an escalation capacity.
- Awareness of response targets and team performance associated with them.
- Become an effective Project resource ensuring Project Tasks are delivered to target.
- Response to all incidents, escalations, changes, problems and projects for customers within the SLA for that particular incident, setting the customer expectation regarding

response and keeping the customer up to date with the status and progress throughout ownership or the life of the call.

- Vetting of calls from a technical perspective to ascertain the best method of resolution.
- Use of the Incident Management System (IMS) in line with procedures, such that the database records accurately the response and fix times of the call as well as the work done and other notes which may be useful.
- Manage open calls, checking with 3<sup>rd</sup> parties for updates, and chasing where necessary.
- Strive to ensure constant device and monitoring service availability for customers.
- Strive to develop technical skills and provide Knowledge Transfer (KT) workshops to the entire Service Desk Team.
- Providing documentation to the Service Desk Team to assist in the Incident Resolution Process.
- Mentoring the 1<sup>st</sup> Line Team to assist in their technical development.
- Carry out duties in compliance with company's Information Security and Quality Policies.

## Skills Requirement

### Essential Skills

- Excellent customer handling skills.
- Pleasant telephone manner with excellent communication skills and telephone handling skills.
- Sound problem solving and diagnostic skills.
- Application and Desktop Virtualisation Knowledge – Terminal Server, Citrix XenApp & Citrix XenDesktop & PVS.
- Solid knowledge of networking concepts and the ability to troubleshoot networking incidents.
- Solid knowledge of Microsoft Solutions including Windows Server 2008/2012, Exchange 2007/2010/2013, SQL Server 2005/2008/2012, SharePoint.
- Server Virtualisation Knowledge – VMware or Hyper-V.
- Possesses one or more of the following industry certifications, CCP-V, MCSE, VCP, CCNA.

### Non-essential Skills

- A good grasp on best practices in IT and an understanding and respect for ITIL principles and change control.

- The ability to mentor/coach members of the larger Service Desk Team.

## Personal Profile

The 2<sup>nd</sup> Line Support role requires a conscientious person with good attention to detail. A good telephone manner and ability to handle customers is essential. The ability to quickly diagnose and solve infrastructure problems is key. Incidents will be escalated from the 1<sup>st</sup> Line Team after a level of troubleshooting has already been performed and as such, the team must be aware of our SLA commitments. In addition, you must have a passion for technology, solving problems and furthering your knowledge. The role is demanding but rewarding.

BrightCloud believe in the following Core Values and recruit individuals who we believe hold these values demonstrated by their behaviours:

- Integrity – An honest and trusted business with customers’ best interests at heart.
- Expert – Excellent skills, continually improved through training and experience.
- Caring – A friendly business passionate not only about technology but customer service too.
- Dependable - Consistently delivering on our promises.
- Visionary - Innovatively employing technology to meet the next business challenge.
- Teamwork – People working together successfully and in harmony striving to achieve common goals.

## Performance Monitors

The Key Performance Indicators (KPI) for the 2<sup>nd</sup> Line Support role will be:

- Response time for User-logged Incidents.
- Average fix time for User-logged Incidents.
- Average number of own calls open but incomplete.
- Time logged into the Incident Management System.
- Project Targets/Milestones

## Potential Career Progression

There are 2 principal areas of potential career progression from the 2<sup>nd</sup> Line Support role:

- For those with a keen interest in computing, in particular fault finding, and those with a drive to self-study, the role could lead onto a Senior 2<sup>nd</sup> Line or 3<sup>rd</sup> Line Support and then Consultancy.
- For those with more of an organisational leaning, the role could progress to a Support Desk Team Leader, this being the first rung on the Operations Management ladder leading to higher level roles.



BrightCloud Technologies Ltd

2 Cottesbrooke Park,  
Heartlands Business Park,  
Daventry NN11 8YL

Tel: 0370 770 9722

Fax: 0370 770 9725

[www.bright-cloud.net](http://www.bright-cloud.net)



Follow us on Twitter  
[@BrightCloudLtd](https://twitter.com/BrightCloudLtd)



Connect with us on LinkedIn  
[BrightCloud Technologies](https://www.linkedin.com/company/BrightCloudTechnologies)