

IT Support Engineer

Job Description

0114 299 4050
recruitment@resolve.co.uk
resolve.co.uk





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About us

Resolve offers a continually outstanding customer experience. We specialise in providing IT support (both remotely and onsite) to our wide range of corporate and 3rd sector clients. We are passionate about what we do, and our services include supporting, connecting, communicating, installing, and protecting to fulfil the needs of any organisation.

For more information please visit our website: www.resolve.co.uk



Why Resolve?

We believe that Resolve is a great place to work, with lots of opportunities to grow, be challenged, and input into the business. We offer excellent training, and a chance to choose where you want your skills to grow.

Alongside that, working for us comes with some great benefits including:

- The chance to develop your skills with high quality internal and external training and Microsoft certification opportunities (with exams paid for by Resolve)
- Starting holiday allowance of 21 days (plus Bank Holidays), this will increment after 2 years increasing by 1 day per year to the maximum of 26
- Starting in 2024, we will also let you take an extra day off for your birthday (or another day if it falls on a weekend, or you'd prefer to use it on a different day!)
- Westfield Health plan available after one year's continuous employment
- A great company culture and fun working atmosphere with monthly team meetings, team building away-days and regular staff socials
- 2 hours within the working week away from your day to day work to spend time on important but not urgent tasks, which could include training and professional development.
- Excellent newly refurbished offices in a great location, easily accessible from the city centre with superb amenities and plenty of free parking
- Opportunities to attend relevant events and support local charities
- Fruit, fresh coffee, and basic food and refreshment supplies free to all staff every day
- Flexible working environment and autonomy of your desk with an appreciation and onus that you know your clients best



IT Support Engineer

Our IT Support Engineers at Resolve have a genuine passion for IT. They specialise in IT support and are pivotal in delivering an exceptional customer experience as well as contributing to our reputation as an award-winning customer service enterprise.

Employment Type: Permanent, full time position.

Salary Bracket: £24,500 - £26,000

Hours of work: core hours are 9:00am to 5:30pm – Monday to Friday (flexible working and flexi-time policies can be requested after probation).

Managed by: Managed Services Team Leader.

Salary: Dependant on experience.

Requires: A full BPSS check may be conducted.





Role description

As an IT Support Engineer at Resolve, you will be an integral part of our managed services team.

Based in our offices with the occasional opportunity to help a colleague on site, your primary goal will be to provide amazing IT support to our clients in a timely and efficient manner, working to targets and meeting service level agreements.

You will take responsibility for managed services requests, prioritising and dealing with them effectively. This role is crucial in delivering a continuously outstanding customer experience for our clients.

On a day-to-day basis you may be asked to carry out tasks such as:

- Troubleshooting a problem with a users remote VPN or remote desktop server connectivity
- Investigating a problem with a users email and potentially rebuilding their Outlook or Windows profile.
- Setting up a new user for a client
- Troubleshooting an operating system issue



Person specification

Working to values and culture:

Culture is imperative to Resolve, we have values which we think matter more than anything else and help us to deliver a continually outstanding customer experience. These are: **communication**, **excellence**, **responsibility**, **passion**, and **innovation**. We all aim to listen & understand, set high standards, take ownership, have a positive can-do attitude, spot arising or potential issues, make suggestions & implement changes.

Having passions other than IT are important to us as we ourselves have a plethora of interests which make Resolve an exciting place to work.

We really are the Resolve family who work as a team and support one another daily.





Skills essential in this role:

Resolves IT Support Engineers play a vital role in providing consistent, high-quality IT support to clients while ensuring the smooth operation of their IT environments. This role primarily focuses on support, but also involves some user or basic service requests such as setting up a new user or making a simple change to file permissions.

Our IT Support Engineers possess strong troubleshooting skills to quickly diagnose and resolve a wide range of IT issues. They effectively identify root causes, apply problem-solving techniques, and implement solutions to minimize downtime and disruptions.

Proficiency in system administration tasks, including user account management, group policy configurations, software installations, and basic network setups, is important. IT Support Engineers are able to handle routine system maintenance and ensure proper configurations.

Adept at providing remote support, Resolve's IT Support Engineers are skilled in using remote desktop tools, communication platforms, and ticketing systems to assist clients efficiently. Clear communication and the ability to guide users through troubleshooting steps are essential.

Exceptional customer service skills are crucial, as our IT Support Engineers interact directly with clients. They must be patient, empathetic, and able to clearly explain technical concepts to non-technical users. Positive customer interactions build trust and satisfaction.



Accurate and detailed documentation of support interactions, troubleshooting steps, solutions, and configurations is essential. Well-organized documentation helps streamline future support and provides valuable insights for continuous improvement.

Efficient time management ensures that IT Support Engineers can handle multiple support requests, prioritize tasks, and meet service-level agreements (SLAs). They should be adept at managing their workload and responding promptly to client needs.

The IT landscape is constantly evolving, and our IT Support Engineers stay current with technology trends and adapt to new software, hardware, and troubleshooting techniques. They are open to learning and upgrading their skills.

Collaborating with colleagues, including other support engineers and technical teams, is essential for resolving complex issues. Resolve's IT Support Engineers are able to share knowledge, seek assistance when needed, and contribute to team success.

The ability to approach challenges with a methodical and analytical mindset is vital. IT Support Engineers should be proactive in identifying recurring issues, suggesting process improvements, and helping prevent future problems.

Precise attention to detail is important for accurate troubleshooting, documentation, and system configurations. IT Support Engineers should ensure that all tasks are completed thoroughly and comprehensively reviewed.



Skills desirable, but not essential:

Resolve provides training and support to all employees, but we are looking for someone who already has experience in some of the following technologies:

- Windows: Understanding of Windows 11 and Windows Server operating systems, user accounts, file management, and basic troubleshooting.
- macOS: Basic knowledge of macOS user interface, system preferences, and software installations.
- Microsoft Office, including Microsoft 365, Microsoft Exchange & Exchange Online
- Networking:
 - TCP/IP: Basic understanding of IP addressing, subnetting, and DNS
 - Network Address Translation and port forwarding relating to router configuration.
 - DHCP: Awareness of dynamic IP assignment in networks.
 - VPNs: Understanding of VPN setup and troubleshooting for secure remote access.
 - Basic Network Troubleshooting: Identifying basic connectivity issues and performing simple troubleshooting steps.
- Desktops and Laptops: Knowledge of computer components and basic hardware setup.
- Knowledge of backup and disaster recovery solutions, including troubleshooting.



- Peripheral Devices: Familiarity with printers, scanners, and other common peripherals.
- Mobile Devices: Basic understanding of smartphones and tablets.
- Remote Desktop: Basic usage of remote desktop software for remote support.
- Installation Procedures: Basic knowledge of installing software applications on various operating systems.
- Software Updates: Awareness of updating operating systems and software.
- Task Manager (Windows) and Activity Monitor (macOS): Understanding how to monitor system resources.
- Event Viewer (Windows): Basic knowledge of reviewing system logs for errors.
- Password Management: Understanding the importance of strong passwords.
- Antivirus Software: Awareness of antivirus programs for basic system protection.
- Remote Assistance: Basic familiarity with tools for providing remote support to end-users.

Microsoft or vendor qualifications such would help an application, but are not essential.



Our Commitment to Equality & Diversity

Resolve is committed and working hard towards promoting a diverse and inclusive environment. All candidates will be considered and measured solely on merit against the role requirements. We continuously monitor and review our selection criteria and procedures to ensure that all employees are selected, promoted and treated solely based on merits and abilities that are appropriate to the position.

