

## JOB DESCRIPTION

<b>Job Title: Second Line Support Engineer</b>	<b>Post No:</b>	<b>Grade: Hoople C</b>
<b>Directorate:</b> Hoople	<b>Division/Department:</b> IT Services	<b>Section/Location:</b> IT Service Desk

**Organisational information:**

Responsible to: Service Desk Team Leader

Professionally responsible to: Service Desk Team Leader

**Dimensions:**

Responsible for:

**Staff** – None

**Budget** – None

Responsible for delivery of IT desktop support including 1<sup>st</sup> and 2<sup>nd</sup> line IT support across all Clients and sites remotely from the main office base:

100+ Sites

8000+ users

Management of External IT suppliers

**Key relationships/Functional links with:**

*Internal:*

- Other Technology & Transformation colleagues, management and departments
- Other Hoople colleagues, management and departments
- All users of IT within customer supported organisations
- Occasional links with Directors, Members, Executives, Councillors

*External:*

- Herefordshire Schools
- Herefordshire & Worcester GP practices
- All Hoople customers
- Herefordshire Partnership colleagues
- Occasional contact with Suppliers of Hoople, Council and NHS IT equipment or software

**Main Purpose of Job:**

The post holder will be responsible for delivering IT second line remote support services to Hoople, Herefordshire Council, Wye Valley NHS Trust, Herefordshire ICB and all other client organisations of Hoople Transformation & Technology services.

The post holder will be responsible for providing effective, professional, customer focused technical IT support to the users of all Hoople customer organisations who have a need to access Council, NHS, Schools or public access systems. This includes maintenance of existing hardware and software desktop

systems and the implementation of commissioned desktop software. Support is to be provided remotely.

The key responsibilities of this post include:

- Provide 2<sup>nd</sup> line support to all end users within SLA timescales
- Support and maintenance of all desktop, mobile and end user devices
- Support and maintenance of desktop software and applications
- Keeping accurate and up to date records of work undertaken, physical assets and software
- Deliver desktop level IT security, including anti-virus, encryption and port encryption
- Managing desktop environment and software according to defined standards and using a set of standardised support tools
- Develop, package, test and deploy software and desktop components
- Setup and administration of user network and application accounts
- Manage, report and support software asset management software and tools
- To provide 1<sup>st</sup> line support to all end users as required
- Delivering a professional and customer focused service

#### **Main Responsibilities / Accountabilities / KRA:**

*The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation*

- To resolve incidents, problems and changes on a day to day basis, within established SLA timescales and to be fully responsible for own technical work, establishing own milestones and targets
- To ensure that chargeable or work outside of agreed SLAs is appropriately identified and recorded or approved prior to work being undertaken
- To ensure that all work undertaken is appropriately logged and notes/information/time added appropriately
- To provide desktop hardware and software support and installation to all IT customers remotely To provide server support to designated schools, GP and customers where required
- To ensure own skills and competencies are maintained and technical skills developed in line with technologies being deployed
- To assist with training and mentoring any new IT support staff or IT contractors
- To comply with all organisational policies and customer policies where applicable in own work and to perform functions according to national and local standards
- To motivate oneself consistently meet and strive to exceed agreed targets and achieve high levels of customer satisfaction
- To deputise or cover for own team members or seniors / leaders as appropriate
- To be proactive in improving services to all clients and striving to exceed client expectations, as well as influencing customers, suppliers and peers where required
- To adhere to established service standards, processes and policies in order to ensure quality in service delivery
- To be proactive in working with others (e.g. Transformation & Technology, team leaders and

managers) to improve processes and value for money

- To undertake tasks within specific projects relevant to own role, as directed by Team Leader, as well as providing technical expertise and advice to input into project work
- To input into the delivery of a programme of continual service improvement for the IT support function
- To provide a professional, customer centric service to Hoople customers at all times
- To provide an out of hours support service to selected Hoople customers on a rota basis

**Job Activities:**

<ul style="list-style-type: none"> <li>• Provide 1<sup>st</sup> and 2<sup>nd</sup> line technical support by means of telephone and remote support</li> </ul>	Daily
<ul style="list-style-type: none"> <li>• Organise and prioritise own workload to maximise resolution of support requests within SLA timescales and achieve targets set</li> </ul>	Daily
<ul style="list-style-type: none"> <li>• To liaise with suppliers and internal and external support agencies</li> </ul>	As required
<ul style="list-style-type: none"> <li>• Evaluate and test software and hardware solutions prior to deployment</li> </ul>	As required
<ul style="list-style-type: none"> <li>• Carry out hardware and software fault diagnosis and resolution, undertaking investigative work where needed</li> </ul>	Daily
<ul style="list-style-type: none"> <li>• To carry out IT project tasks and work as directed by team leader</li> </ul>	As required
<ul style="list-style-type: none"> <li>• Network account administration and set up</li> </ul>	Daily
<ul style="list-style-type: none"> <li>• Observe information security, data protection and network security guidelines, reporting any breaches to IT Management</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>• To work with others to ensure the IT support environments are kept organised, tidy and comply with health and safety regulations and adequate standards for these environments</li> </ul>	As required
<ul style="list-style-type: none"> <li>• To keep comprehensive and appropriate documentation, and keep knowledge base information up to date in relation to IT Service Desk operations</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>• To maintain an up to date inventory of licenses, hardware and software assets</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>• Responsible for installing and maintaining the systems, software and technologies that are deployed to client devices (mobile phones, mobile devices, laptops, PCs and printers)</li> </ul>	As required
<ul style="list-style-type: none"> <li>• Maintaining standards in imaging and imaging devices as per agreed standards</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>• Maintaining and working with tools for the preparation, testing and roll out of software and desktop components</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>• Carry out all routine maintenance tasks and security fixes on the IT infrastructure and report on and resolve any issues identified</li> </ul>	As required
<ul style="list-style-type: none"> <li>• Monitor service conditions using software and hardware diagnostic tools, ensuring errors, alerts and events are resolved</li> </ul>	As required
<ul style="list-style-type: none"> <li>• To proactively identify recurring and consistent problems and determine solutions to improve or correct those problems</li> </ul>	As required
<ul style="list-style-type: none"> <li>• Advise users on efficient data storage and file management, and on the use and purchase of IT equipment to ensure maximum benefit is obtained from existing hardware and technology</li> </ul>	As required
<ul style="list-style-type: none"> <li>• To proactively keep up to date with technology and advances</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>• Work out-of-hours when operationally required, as directed by IT Management and provide remote support out-of-hours on an agreed rota</li> </ul>	As required
<ul style="list-style-type: none"> <li>• Support of hardware including backup devices and other associated back office hardware</li> </ul>	Daily



<ul style="list-style-type: none"><li>• Configuration and support of back office services such as email server software, backup software, firewalls etc</li><li>• Support of client server and peer-to-peer networks including Windows Server and including Internet connectivity</li><li>• Installation of the SIMS software and associated specialist applications e.g.PfP, AnyComms</li></ul>	As required  As required  As required
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<b>Line Manager Name:</b>	<b>Line Manager Signature:</b>
	<b>Date:</b>

**Date Job Description last reviewed: June 2026**