JOB OUTLINE

Job title:	**Tier 1 Technical Services Engineer**
Hours:	37 hours per week
Reports to:	Technical Services Manager
Team:	Technology in Schools
Location:	Hybrid working - 2 days in HFL Head Office, 3 days remote or onsite at educational settings or as required to meet business needs.

PURPOSE OF THE JOB

As a Technical Services Engineer, you'll provide hands-on IT support across schools in Hertfordshire and nearby areas. Traveling between sites, you'll troubleshoot issues, build relationships, and ensure smooth IT operations. You'll assist with projects like installing networks, Wi-Fi, and Cloud solutions, and occasionally support the service desk remotely.

MAIN AREAS OF RESPONSIBILITY

- Provide on-site and remote IT support for schools, maintaining and troubleshooting Windows, iOS, and Google devices.
- Act as the first point of contact for customer tickets, resolving issues where possible.
- Accurately capture and triage user queries, escalating tickets to the appropriate teams as needed.
- Set up and configure workstations, tablets, and laptops, including software, drivers, and printer installations.
- Assist with Office 365 user management, email administration, license allocation, and basic troubleshooting.
- Troubleshoot Audio-Visual equipment, such as interactive whiteboards, projectors, and smart TVs.
- Assist with network, Wi-Fi, and Cloud installations during school holidays.
- Keep customers informed about ticket statuses, ensuring high-quality customer service.
- Collaborate with customers, internal teams, and third parties to ensure efficient service delivery, while building strong relationships with customers and enhancing the brand's reputation.
- Continuously update knowledge of supported technologies and contribute to internal documentation.
- Adapt effectively to changing business needs and priorities, as necessary.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary.

PERSON SPECIFICATION

Knowledge of:

- Basic knowledge of Windows, iOS, Google devices, Office365 and wireless technologies.
- Relevant technical qualifications.

Experience of:

- Experience in an educational setting.
- Full driving license and ability to travel
- Experience in IT support to troubleshoot customers issues.

Skills and abilities:

- Proactive, organised, and able to prioritise workload under pressure.
- Excellent communication skills (verbal and written) with excellent customer service.
- Problem-solving and troubleshooting abilities.
- Effective time management and administrative skills.
- Ability to work independently and collaboratively.
- Passion for technology with a willingness to learn and adapt.
- Positive attitude and commitment to helping others.

FIXED KEYS TARGETS:

- Log 27 Billable Hours (Weekly average)
- Achieve CSAT Score of 97% (Weekly average)