



Effective for: Jan 2015- Jan 2016

JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

Name:		Reporting To:	ICT Support Manager
Position Title:	ICT Support Engineer	Direct Reports:	
Department:	Technology Services	Location:	SL - Colombo

POSITION PURPOSE:

As an ICT Support Engineer, you will be working in a support team environment which service organisation requirements, this role will require you to contribute to technical design by participating in technical team discussions and responsibilities include trouble-shooting and resolution of level 1 and 2 incidents, information requests and change requests.

ACADEMIC, PROFESSIONAL QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree in Computer systems or Networking from a recognized University.
- Microsoft certification (MCP/MCSA)
- 1-2 Years of experience in supporting role in windows server environment
- Hand on experience in o365 administrations
- Good working knowledge of a range of technologies including Windows 2008/2012/2016 Server
- Experience on working in 24x7 operation will be added advantage
- Expertise in installing, configuring, and managing multiple LAN/WAN network technologies
- Strong customer service orientation.

DESIRED SKILLS AND ATTRIBUTES

- Take the ownership of 1st level support globally and escalate to the next level support.
- Ability to provide IT support remotely to staff in a variety of locations.
- Maintaining software applications, operating systems and regular windows server maintenance tasks.
- Hands on experience in Remote Desktop tools and good knowledge in Service desk systems.
- Understanding of network infrastructure environment (i.e. LAN/WAN)
- Excellent written and verbal communications skills
- Excellent customer service skills on the phone and in person.
- Ability to work under pressure while maintaining accuracy.

Annual Operational Accountabilities	Benchmark Measure
Provide 1 st level help desk support and escalate to 2 nd level as appropriate	<ul style="list-style-type: none"> • Improved resolution timeframe across the year. • Diagnose and quickly resolve a wide range of Windows System & applications and provide support for global users. • Effective queue management – appropriate task assignment.
Analyse help desk issues to identify permanent solutions, improvements and quality assurance	<ul style="list-style-type: none"> • Evaluate the issue to determine the problem and identify the source and possible solutions using critical thinking skills. • Navigate between the amount of time spent on a ticket determining plan of action and escalating the issue to provide excellent customer service. • Help desk reporting to reflect reduction in recurring issues. • Known problems identified and escalated for resolution (may include a resolution plan)
Reporting	<ul style="list-style-type: none"> • Daily shift reports.
Identify and deliver IT training to internal customers	<ul style="list-style-type: none"> • Staff to become more efficient in their areas of work- reduction in Help Desk requests. • Be cooperative, courteous, and help teammates when appropriate.
Resolution documentation	<ul style="list-style-type: none"> • After solving an issue, review the troubleshooting to achieve more efficiency in future. • All activities accurately documented in Service Desk.

