

JOB OUTLINE

Job title:	Tier 2 Service Desk Engineer
Hours:	37 hours per week
Reports to:	Service Desk 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 Tier 2 Service Desk Engineer at HFL, you will provide remote IT support to schools in Hertfordshire and neighbouring counties. You'll troubleshoot and resolve IT issues, delivering excellent customer service and response times.

MAIN AREAS OF RESPONSIBILITY

- Provide remote IT support to customers, troubleshooting and maintaining a range of IT equipment, including workstations, tablets, and laptops.
- Act as the first escalation point for technical issues from tier 1, resolving tickets where possible.
- Escalate tickets to tier 3 if unable to resolve within 2 hours.
- Diagnose and resolve hardware and software issues, including installations, updates, and configurations.
- Administer and support cloud-based services (e.g., Office 365, Google Workspace) and troubleshoot AV equipment as needed.
- Ensure user queries are accurately captured, validated, and triaged.
- Perform scheduled maintenance tasks such as firmware updates and security patching to minimize downtime.
- Liaise with customers, internal teams, and third parties to ensure efficient service delivery.
- Keep customers informed on ticket progress, maintaining high levels of customer service.
- Support project delivery and contribute to process improvements within the service desk.
- Continuously develop knowledge of supported technologies and contribute to internal documentation.

- Work with the service desk manager to refine internal processes while maintaining a strong customer focus.
- 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:

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

Experience of:

- Experience in an educational setting is desirable
- Experience of supporting customers with IT issues.

Skills and abilities:

- Passion for technology and an eagerness to learn
- Proactive, organised, and able to priorities workload
- Excellent communication and customer service skills
- Problem-solving and troubleshooting abilities
- Ability to work independently and as part of a team
- Positive attitude and desire to help others

FIXED KEYS TARGETS:

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