

JOB DESCRIPTION

Job Title:	2 nd Line IT Support Engineer
Location:	London
Reporting to:	Head of Information Technology
Working hours:	Weekly rotating shifts – 08.00-17.00 (week 1) 09.30-18.30 (week 2)

OVERVIEW

Since Allford Hall Monaghan Morris (AHMM) was founded, it has grown from 4 to over 400 people and is now one of the leading British architectural practices, with offices in London, Bristol and Oklahoma City, clients and projects in all major sectors in the UK and an increasing body of work overseas.

The practice has built itself on a combination of ambitious design, effective and professional delivery of projects and an entrepreneurial approach to opportunities as they present themselves, all underpinned by the strength of the relationships built, and maintained, with our clients and collaborators.

JOB PURPOSE SUMMARY

AHMM is looking for an experienced IT Support Engineer to join a growing IT team to help support all staff in the 3 offices. The role will predominantly consist of day-to-day phone and desk-side IT support, yet has scope to become involved in many projects, ongoing and upcoming.

KEY RESPONSIBILITIES

- Provide ongoing proactive IT Support to the business. Most incidents will be logged through a self-service portal, however there will be additional phone calls, walk-ups, as well as last minute requests
- Troubleshoot problems from all staff requests, seeing through to completion or escalate as required
- Determine whether issues are hardware, software or training related
- Dealing with all Audio and Visual Conferencing set up requests
- Liaison with 3rd parties to resolve issues with bespoke applications, which may fall outside the desktop Helpdesk Team
- Update the ticket management system to maintain a detailed record of all faults and fixes
- Maintain technical documentation to ensure internal records are up to date
- Work as part of a team on project related work, assisting with planning and implementation
- Provide cover to other team members' roles in times of absence, whether planned or unplanned

REQUIRED EXPERIENCE

- 1st/2nd Line IT Support both on the phone and face to face
- Windows 7 / Windows 10 Support
- Microsoft Office 2013-2016
- Incident Management/Helpdesk Ticketing Systems
- Laptop and Remote Working Support
- Microsoft Office 365 Administration
- Desktop roll-out experience
- Active Directory administration
- Software Deployment
- Understanding of PC hardware
- Basic understanding of infrastructure services (DNS, DHCP, VLANs)
- Telephony: Nortel, Skype for Business Online

JOB REQUIREMENTS

- Ability to multitask and prioritise calls
- Ability to resolve technical issues across a various IT platforms, services and infrastructure

- Ability to work independently, using own initiative to problem solve
- Ability to work as part of a close team who drive IT adoption and wider digital project leads
- Ability to interact effectively and professionally with people at all organisational levels of the business

PERSONAL ATTRIBUTES

- Flexible outlook - willing to cover the occasional shift or work out of hours when required
- Good organisational skills
- Good time management skills
- Self-motivated, with a 'can do' attitude in responding to the challenges presented by front-line IT support
- Strong communications skills, both written and verbal