Role Title: 3rd Line IT Support Engineer (Witney office)

Department: IT

Reporting To: Head of IT

Supervision Exercised:

- **Number of People Directly Reporting:** 0
- **Number of People Indirectly Reporting:** 0

Contacts:

- **Internal:** All Employees.
- **External:** Clients, FCA/Auditors/Compliance Consultants, IT Suppliers, System Vendors, IT Partners, IT Auditors/3rd Party System Providers

Main Purpose of the Role:

- Provide 3rd line support to end users and IT infrastructure. Maintaining a strong customer focus.
- Working as part of the IT team which currently consists of Head of IT, IT Systems Manager, 1st/2nd line Systems Engineers
- Provide technical support and mentoring to other members of the team
- Troubleshoot Incidents and Problems through to root cause
- To contribute to the development and implementation of Courtiers IT Infrastructure (On-Premise and Cloud) to support the growth of the business, whilst improving the efficiency and effectiveness of our systems.

Duties and Responsibilities:

- To configure and deploy infrastructure items including servers, networks, and all IT peripherals, for example: UPS, printers, scanners, mobiles devices, laptops and thin clients.
- To monitor and manage the IT systems using appropriate tools, and with the aid of the IT Supplier / Consultants where appropriate, in order to maximise performance and uptime.
- To be an effective point of contact for Courtiers Internal IT, resolving issues or referring to 3rd parties as appropriate
- Support the Courtiers Helpdesk Team – providing escalation to telephone support, and 1st – 3rd line support as this role is the primary escalation/cover point for the 1st/2nd line Helpdesk team.
- Identify areas where improvements can be made in the IT service.
- Take responsibility for assigned Projects and deliver them to time, cost and quality.
- Maintaining a high level of Cyber Security awareness and being proactive in securing our infrastructure and systems.
- Mentor and train other members of the Internal IT Team.
- Hours vary across the team in a rotation from 8am until 6pm Monday – Friday regular travel required between our Witney and Henley-on-Thames offices. Occasional travel will be required to remote offices and other locations.
- Working closely with external IT specialists/consultants/providers
- To effectively use all the relevant IT facilities made available by the Company.
- To use IT facilities within the guidelines set out by Courtiers' IT Department.

General:

- To ensure the confidentiality of all work undertaken
- To be aware of and comply with all Health and Safety Requirements affecting your work and report any problems immediately.

Business Development:

- Assist with updating of Procedures Manual and ensure that it remains up to date.
- To make recommendations as to how the firm's systems and procedures might be improved.
- Contribute to corporate development and prosperity, assist other employees, and be involved with their training as required.
- To assist in the creation, implementation, and development of internal systems, in order to meet regulatory obligations, and to improve and maintain efficient working practices within the organisation.
- Promote the brand.
- Promote the core values so that they are live throughout the team.

Client Service:

- Ensure the firm's high standards of client care are met.
- Ensure the confidentiality of all work undertaken for clients, and work within the principles of the Data Protection Act.
- The 6 Individual Conduct Rules that apply to all persons working in financial services.

Compliance:

- Comply with the FCA's Treating Customers Fairly requirements, and other requirements set. out in the company manual and processes.
- To co-operate fully with the Courtiers' Anti Money Laundering requirements.
- To maintain records in accordance with Courtiers' compliance requirements as set out in its compliance manuals and procedures.
- Work within the requirements of the Data Protection Policy.

Employee:

- To work with and support other employees working within the various departments of the Company.
- Create and promote a positive working environment within which each individual feels they make a valuable contribution and knows how their success will be measured.

Skills and Knowledge Requirements:

- Good team player with flexible approach to working environment
- Experience of VMWare and Virtualisation
- Experience of Supporting and Implementing
  - Microsoft Server
  - VMWare
  - Microsoft SQL
  - Citrix
- Supporting Microsoft (Office) 365 Including: Email, Teams, OneDrive, SharePoint
- Good working knowledge of Multi-Factor Authentication
- Good working knowledge of networking: Firewalls, Switches, Patching and Wi-Fi
- Experience of supporting backup tools such as Veeam

- Supporting Domain Services including: Active Directory and Group Policy
- Ability to deliver major system upgrades, complete change control and project work
- Methodical with the ability to stay calm under pressure
- Willingness to undertake study and be self-motivated
- Excellent team player
- Excellent documentation skills with an eye for details and accuracy: technical change controls, user guides, business processes, standards, policies and procedures
- Exceptional communication skills at all levels
- Excellent organisational skills

Training:

- Take part in any relevant in-house or external training as required.
- To attend relevant seminars and other presentations as appropriate.
- To retain a record of personal CPD.

Additional Responsibilities and limits of Authority:

- To assist the Heads of other departments in any tasks relating to the development of business.
- Any other duties, which may reasonably be expected and which fall within your capabilities or general area of responsibility.