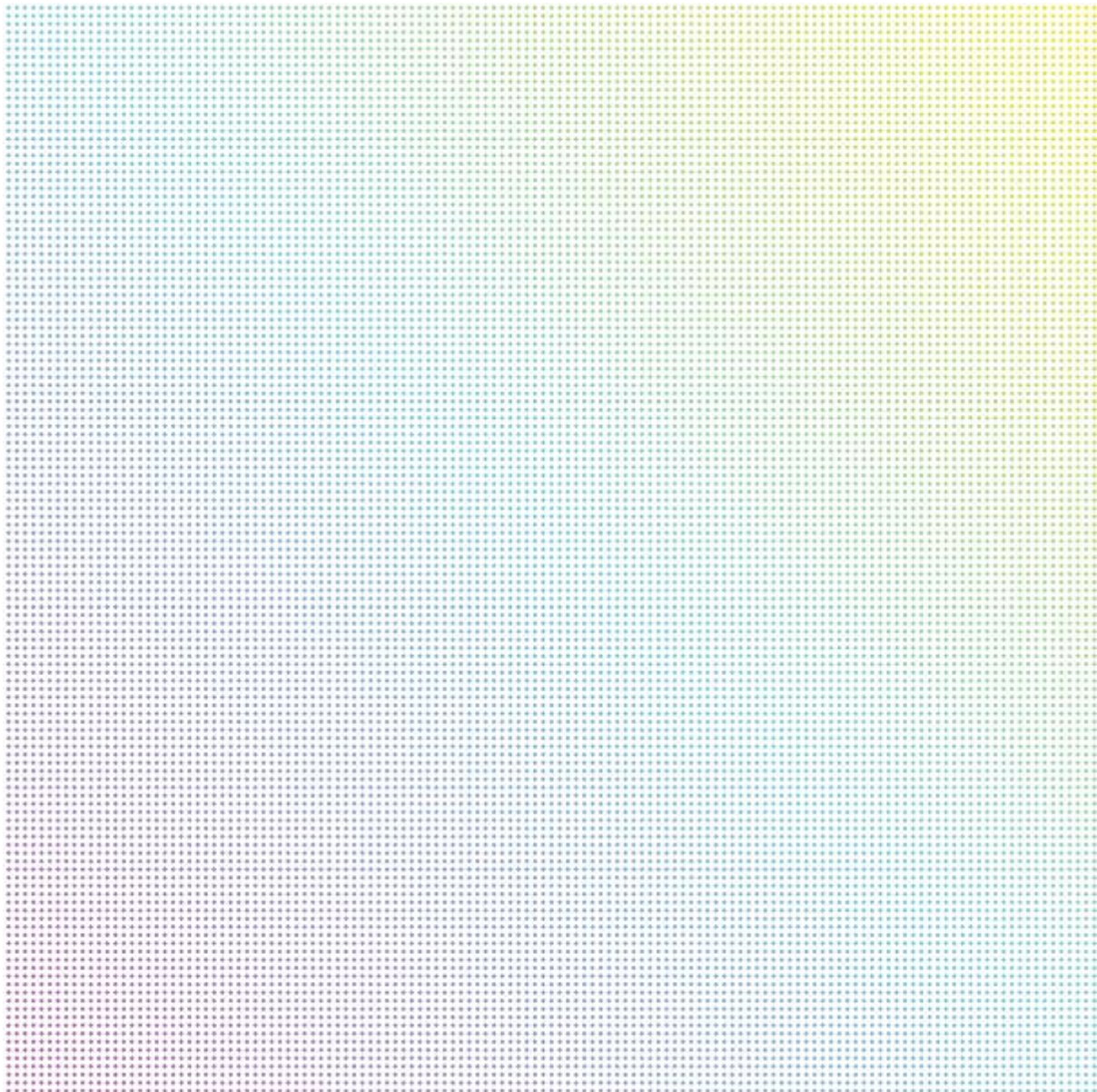




Xalient Job Description

T1 Support Engineer



Job Description

<u>Job Title:</u>	T1 Support Engineer
<u>Location(s):</u>	Leeds
Role Objective: (brief summary of key function of role and where it fits into the organisation)	
Reporting to Xalient Support Manager providing support and Incident Management to Xalient customers and Internal Teams	
Key Responsibilities: (list key tasks, responsibilities, deliverables etc.)	
<p>Based in the Xalient Leeds office, and on Customer sites, the core activities of this role include:</p> <ul style="list-style-type: none"> • ITIL Service Desk Activities to include (but are not limited to): <ul style="list-style-type: none"> ○ Incident call handling of Customer networks and applications ○ Fault Diagnostics and initial triage ○ Incident Management and Resolution ○ Major Incident Management and Communication ○ Managing communication between customers and external/internal parties ○ Proactive updating and monitoring of existing IT systems and documentation ensuring they are maintained and kept up to date ○ Change Control and Management • Adhering to support processes (and improving where necessary) • Occasional Deployment activities including site visits • Participate in 24/7 Shift Rota • Participate in 24/7 Call Out Rota • Customer initiated configuration changes • Liaising with third parties and escalation management. • Information Security Management System – Adhere to Information Security Policies. 	
Skills & Experience: (include generic, specific sector, people management, languages etc.)	
<ul style="list-style-type: none"> • Qualified to CCNA Level • Knowledge of Technical and Professional Principles • Knowledge of LANs and WANs • Knowledge of WiFi • Knowledge of Switching and Routing • Troubleshooting skills 	

- Excellent telephone manner and customer liaison skills
- Ability to work on own initiative
- Excellent record keeping
- An advantage but not essential – VMWare, Microsoft, Silver Peak, Meraki, IPT

Competencies:

- **Initiative** - *The willingness to move things forward by taking action without needing to be asked and without due escalation.*
- **Achievement Orientation** - *The determination to perform at the highest standard, aiming to exceed norms and expectation.*
- **Customer Orientation** - *The ability to recognise both internal and external customers and the willingness to cooperate with them fully, in order to help them achieve their objectives.*
- **Analysis** - *The ability to gather relevant information, notice relationships between different pieces of information, reason from cause to effect and generate effective solutions to practical problems.*
- **Adaptability** - *The ability to maintain effectiveness in a rapidly changing environment and the willingness to respond quickly and positively to change.*
- **Organising Work** - *The ability to marshal and manage resources (people, funding, materials and support) to achieve a project or task. Able to manage own time efficiently and to handle multiple activities in parallel to accomplish the goals.*
- **Professional Expertise** - *The ability and motivation to apply and develop one's own professional knowledge and to share this expertise with others.*

Mobility Requirements:

Required to travel across the UK and occasionally abroad.
UK drivers license is desirable, although not mandatory.