GRADUATE IT ENGINEER

<table>
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<tr>
<th>Location</th>
<th>Cambridge, UK</th>
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<td>Reports to</td>
<td>Head of IT Services</td>
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<tr>
<td>Hours</td>
<td>Full Time</td>
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<tr>
<td>Contract</td>
<td>This is a fixed term role for an initial period of 1-year</td>
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**Purpose and Context**

Reporting into the Head of IT Services, the Graduate IT Engineer will be a member of the Service Desk team, who are based in GÉANT’s Cambridge and Amsterdam offices.

The Graduate IT Engineer’s prime purpose is to provide first line IT support through a shared service desk to staff, customers and visitors with a focus on ensuring excellent customer service.

Being the first point of contact for assistance and IT fault diagnosis and rectification services, this role will also be responsible for carrying out installation and maintenance activities related to IT and audio-visual services. Part of the role will also be to work on predefined projects as required from time to time alongside the IT Services team.

The role will span the complete ITIL process from Service Design through to Continuous Improvement. There is scope and opportunity to grow into all aspects of IT Services including infrastructure design and support.

**Role Accountabilities**

- Provide coordinated support in a technical and administrative areas within the Service Desk team to ensure the delivery of efficient internal services.
- To support service desk colleagues in the diagnosis and resolution of first line IT incidents and service requests logged through the service desk for our staff, customers and visitors.
- Learn the role of a first-class IT Engineer through training, documentation review and hands on development.
- Develop good analytical skills to assess performance, identify requirements and provide possible solutions to on-going issues or staff or customer needs.
- Develop an understanding of excellent customer service, putting our staff, customers and visitors at the heart of all you do.
- Provision of face-to-face, email, and telephone support, using remote support tools where required.
- Escalating issues to other members of the team, and other teams, as necessary within agreed SLA targets.
• Maintenance of IT user accounts according to appropriate access control and account management policy.
• Provision of technical support for IT systems and infrastructure to agreed SLA targets.
• To participate in the provision of support and maintenance for audio visual systems to agreed SLA targets.
• Installation and configuration software and hardware in compliance with defined technical standards.
• Implementation of IT, audio visual and telephony moves and changes.
• Helping maintain an inventory of all IT equipment in use and an accompanying register of users together with items of IT equipment ‘owned’ by them.
• Contributing to an IT technical knowledge base.
• Accepting deliveries and helping to manage stock levels.
• Participating in any IT related projects
• Other duties as may reasonably be required

Working Arrangements
Due to the nature of this role we anticipate that you will be required in the office 5 days per week. However there will be the opportunity to work from home on an ad-hoc basis as agreed with your line manager.

Business Travel
Occasional travel within Europe may be required as part of this role.

Experience, Knowledge and Skills
Essential
• Educated to degree level in Computer Science or equivalent
• Can demonstrate good understanding of computing concepts and has had exposure to Windows and Mac OS
• Knowledge of IT Networking concepts
• Have experience of working in a customer-facing environment
• Experience of working with a range of technologies
• Some understanding of IT Security and Networking
• Knowledge of the Microsoft Office suite
• General technical aptitude with an interest in technology and engineering
• Logical and methodical approach to work
• Good customer service skills, and the ability to exhibit tact, diplomacy and empathy at all levels within GÉANT and its suppliers
• Good communication skills, both written and verbal, and have an eye for detail with regards to documentation and database updates
• Conscientious and diligent approach to work
- Good interpersonal and communication skills
- Ability to work as a member of a team
- Ability to handle issues in a courteous, efficient and effective manner, maintaining a professional ‘can do’ approach
- Demonstrate the ability to explain issues clearly and concisely and recognise when to escalate a query

Desirable
- Some customer service experience
- Experience of procurement processes within a corporate environment
- Experience of configuring computers, either within a corporate environment or at home
- Experience of keeping records
- Experience of providing remote IT support services
- Experience of providing IT support services via a service desk
- Experience of operating and maintenance of audio-visual equipment
- Understanding of potential IT security issues and security good practice
- Knowledge of mobile phone operating systems
- Knowledge of IT infrastructure technologies and systems
- Ability to work effectively within a changing business and technical environment
- Ability to adapt to new situations and develop new skills
- Ability to work under pressure, prioritise tasks and work on own initiative
- Understanding of data confidentiality requirements and strategies for compliance

Core Competencies and Management Competencies

The core competencies set out below apply to all employees with GEANT.

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<th>PROBLEM SOLVING AND DECISION MAKING:</th>
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<td>The ability to work with information of different kinds and draw on different types of thinking processes in order to carry out tasks and activities, respond appropriately to issues, develop solutions to problems and make appropriate decisions.</td>
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<th>CUSTOMER FOCUS:</th>
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<td>The desire to meet the needs of internal and external customers; focusing efforts on discovering and satisfying their needs.</td>
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<th>SELF MOTIVATION AND COMMITMENT TO RESULTS:</th>
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<td>The willingness to take responsibility for your own area of work (within a team) and the drive and tenacity to overcome difficulties and see things through to successful completion, on time.</td>
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<th>INNOVATION AND IMPROVEMENT:</th>
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<td>Noticing and seeking out where there are problems or opportunities; proposing creative new ideas and showing the initiative to take action when appropriate.</td>
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<td>TEAMWORK:</td>
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<td>COMMUNICATION AND INFLUENCE:</td>
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<td>FLEXIBILITY:</td>
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<td>PLANNING AND ORGANISING:</td>
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