**Service Engineer**

IT Service Team

As an IT Service Engineer, you will undertake the important role of being an escalation point for Service Analyst. You will provide advanced technical support to users and serve as an SME for specialist areas. Managing hardware and software systems as an administrator while adhering to realistic Service KPIs, and in compliance with departmental processes.

You will be responsible for the following:

* Use Service Desk solution to log and resolve customer calls
* Incident Management including Problem Management, resolution and documentation
* Answering business IT queries
* Updating knowledge base with relevant resolution information
* Provide on-site and remote support to customers
* Being responsible for troubleshooting hardware and software issues
* Root Cause Analysis and exceptional problem solving
* Knowledge and compliance with IT SLAs
* Acting on systems alerts, systems maintenance and systems support
* Provide administration on systems used within organisation
* Work with the wider function to deliver projects

As a valued colleague within Beauparc IT Service Management you will have the opportunity to take advantage of training and internal career progression, with a clearly defined plan, alongside your role responsibilities, and the opportunity to collaborate closely with technology and data colleagues across the IT Function. In Technology we operate a hybrid approach to work, working 3 days in the office and 2 days working remotely, with some flexibility around family and study commitments.