Role title: Service Desk Support Engineer
Grade: Band C
Location: 102 Petty France, London
JD&T Function: Customer Services, Technology Services
Reports to: DSD Service Desk Manager
Employment Type: Permanent

About MoJ Digital and Technology

These are exciting times at MOJ Digital & Technology (D&T). We have a clear vision - to develop a digitally-enabled justice system that is simpler for users - and we're looking for talented people to help us reach it.

We are a division of about 900 digital and technology specialists, located throughout the UK. We're making things better by building adaptable, effective services and making systems that are simple to use for staff and citizens. It can be challenging but it's also important and rewarding.

Customer Services

Customer Service provides IT support directly to the MoJ end users, through multi-channel engagement of Service Desks, but utilising local and regional onsite support and enabling the end users to self-service.

We are striving to deliver the solutions end users need to their IT issues and questions when it's needed and in a way that's convenient to the end user at that moment in time.

Digital Support Team

The Digital Support team is a function of the Specialist Onsite Support Team which is part of Customer Services.

The team is responsible for providing IT support to approx. 1000 Digital and Technology Staff based in 4 different locations using Mac and Windows computers, G Suite and Office 365.

We are responsible for onboarding new starters, setting up and deploying IT devices, hardware and software purchases.

We also provide support and administer 30+ apps including Slack, Confluence, Jira and Trello used across Digital and Technology.

About the role:

As our Service Desk Support Engineer, you will be responsible for providing first and second line support directly to MoJ's Digital and Technology end users, whilst continuously providing a great customer service experience.

Our aim is to fix to the end user issues at initial contact and when necessary, escalate more complex issues to the relevant support channels.

You will be required to respond to complex problems by proactively investigating root cause, whilst if necessary delivering workaround for business continuity and ultimately a permanent resolution.

You will need to be available to travel to other MoJ locations in the UK to support offices and wider Digital and Technology teams when necessary.

Key Responsibilities
The Service Desk Support Engineer will be responsible for the following:

- Delivering excellent customer service to all users needing help and support from the Digital Service Desk location
- Troubleshoot or escalate issues as appropriate, in a timely manner ensuring clear and effective communication throughout the cycle of support, providing end-user assistance where required until the issue has been resolved
- Ensuring the highest levels of customer focus and collaborative working for incidents and problems that are presented and escalated, when necessary
- Being the first point of contact for end users to receive support and maintenance within the organisation's desktop computing, mobile devices and application system environment
- Provide users with regular communication on the progress of investigations and planned solutions
- Liaise with colleagues, utilising their expertise to solve more complex problems or re-direct to the appropriate team with specialist skills
- Support users with best practice guidance for using their core technology tools, as part of continuous improvement
- Utilise customer service skills and ensure proper recording, documentation and closure of incident tickets as you grow your knowledge of IT procedures, products, and services
- Configuring and deploying new and existing hardware, Apple Macs, Dell laptops, Apple iPhones and Samsung Android devices to new starters and existing
- Maintaining a record of all assets, hardware, peripherals and licenses
- Investigate cause and take responsibility to provide analysis of reported recurring or persistent problems
- Create standard documentation on problem resolution and fixes
- Contribute to the maintenance of Digital Service Desk work instructions so they reflect the latest developments in the digital and technology estate, so as to keep current the advice given to users
- Keep abreast of trends in new product / service releases and stay on the forefront of emerging industry practices
- Continuously seek to facilitate improvements within the Digital Service Desk and wider support teams
- Share information and specialist expertise to support colleagues in the successful delivery of their tasks and to assist their professional development

Essential Criteria:
To be successful in this role, you should have the following:

- Customer service and support skills
- Ability to work independently, be a self-starter and own customer issues to resolution
- Experience with setup and configuration of end-user laptop computer hardware, software, phones and peripherals

- Experience working with a ticketing system such as Service Now, Webhelpdesk, Zendesk or equivalent.
- Hands on problem solving expertise with Mac OS 10.11 and above including upgrading or downgrading the OS, software troubleshooting and hardware troubleshooting.
- Knowledge of using and administering, Confluence, Jira and Okta.
- Experience using Jamf (Jamf 200 preferred) and Airwatch for administration
- Experience working in Slack
- Experience using and administering G-Suite, understanding best practices and core technology available for users
- Experience with handling prioritisation on time sensitive problems and escalations within corporate environments

Desirable Criteria:
- Experience of working in the government sector advantages
- Understanding of the government's digital and technology transformation agenda and why the government is changing the way it undertakes and manages digital and technology projects
- Experience of working within a previous Workplace environment as a Service Desk Support Engineer.
- Apple Certified Mac Technician Certification

In the Civil Service, we use Success Profiles, a flexible framework, to assess candidates against a range of elements using a variety of selection methods, therefore giving you the opportunity to demonstrate the various elements required to be successful in the role. Our behaviours are:

- Leadership
- Communicating and influencing
- Developing self and others
- Making effective decisions
- Delivering at pace
- Seeing the big picture
- Changing and improving
- Managing a quality service.