

1st LINE IT SUPPORT TECHNICIAN ROLES AND RESPONSIBILITIES

Reporting to: Head of IT

Role overview

The 1st Line Support role at Statom Group is essential for providing first level technical assistance to internal staff and end users. This position is responsible for resolving common IT related issues, ensuring that users experience minimal disruptions in their daily work. 1st Line Support staff are the first point of contact for all IT support queries and act as the first responder to address, troubleshoot, and resolve various technical problems.

Key Responsibilities:

Firstline IT Support:

- Serve as the first point of contact for all IT related issues, including hardware, software, network, and system access problems.
- Respond to user software or hardware queries via email, Helpdesk, or phone in a professional and timely manner.
- After identifying the issue, guide the user through the required troubleshooting steps to resolve it. If necessary, escalate more complex issues to the IT Manager for further assistance.

Issue Diagnosis and Troubleshooting:

- Analyse reported issues and determine the appropriate course of action to resolve them.
- Use diagnostic tools and knowledge base articles to troubleshoot issues effectively and provide quick resolutions.
- Identify recurring issues and escalate unresolved problems to the 2nd Line Support team for further investigation.

Ticket Management and Documentation:

- Update the ticketing system, ensuring that each call has been logged and all progress, notes, and required actions are input promptly and accurately.
- Monitor and track the progress of open tickets, ensuring that issues are resolved within the designated service level agreements (SLAs).
- Ensure all tickets are prioritised based on urgency and business impact, maintaining detailed and accurate records of all interactions.

User Assistance and Guidance:

- Assist end users with routine IT tasks such as setting up email accounts, installing software applications, and configuring hardware.
- Provide clear, easy to understand instructions to users on how to use IT systems and tools efficiently.
- Offer technical advice and support, ensuring that users can carry out their tasks without interruptions.

Continuous Learning and Knowledge Improvement:

- Continuously improve your knowledge and understanding of the various software and hardware technologies supported by the IT team.
- Regularly update skills by engaging with training materials, industry updates, and team led knowledge sharing sessions.
- Contribute to enhancing internal documentation, guides, and FAQs to improve service delivery and streamline issue resolution.

Customer Service Focus:

- Maintain a strong customer focus at all times, ensuring that users feel supported, informed, and valued throughout the resolution process.
- Provide professional, friendly, and efficient service, ensuring user satisfaction with every interaction.
- Follow up with users to ensure that issues have been successfully resolved and that they are satisfied with the outcome.

Hardware and Software Management:

- Assist with the setup, configuration, and deployment of hardware devices, including computers, printers, and mobile devices.
- Support the installation and configuration of software applications on end user devices.
- Perform routine hardware checks and maintenance to ensure devices are functioning correctly and report any malfunctions.

Escalation Management:

- Escalate complex or unresolved issues to 2nd and 3rd Line Support teams, providing detailed information about the issue and steps already taken to resolve it.
- Ensure proper follow up with users regarding escalated issues to ensure timely resolution.

Security and Compliance:

- Ensure adherence to company policies regarding IT security and compliance when providing support.
- Perform security related tasks such as user access management, system updates, and applying necessary patches.

IT System Monitoring and Reporting:

- Monitor the performance of key IT systems and tools, identifying potential issues before they affect users.
- Report on recurring IT issues, providing feedback and suggestions to senior IT management to improve system performance and user experience.