**JOB DESCRIPTION**

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| **JOB TITLE:** | Senior Enterprise Support Engineer |
| **HOURS OF WORK:** | 37.5 Hours per week |
| **REPORTS TO:** | Enterprise Support Manager |
| **WORKING WITH:** | Customer Experience |
| **DEPARTMENT:** | Service Assurance |
| **LOCATION:** | Jersey, Guernsey or Isle of Man |

## JOB PURPOSE

As a Senior Enterprise Support Engineer, you will be a key member of a team that is responsible for the operational delivery of Sure’s portfolio of enterprise managed services, including but not limited to managed networks, managed firewalls, managed operating system, and various managed cloud services. You will be expected to help in the development of colleagues and deputise for the Enterprise Support Manager as required.

In this role you will demonstrate your considerable technical skill set by taking a lead role in the team, acting as a senior escalation point for incidents, root cause analysis, service requests, and by executing changes across the estates of Sure Managed Services customers. In addition to this, you will apply your technical knowledge and experience in the monitoring, support, and operational maintenance of the Enterprise Support tool set, as well as a wider set of internal tools and systems across the Sure group, by being involved in projects and by acting as a mentor to other support staff.

The team members operate a retained callout schedule to provide exceptional levels of technical expertise 24x7x365.

## MAIN DUTIES AND RESPONSIBILITIES

Specifically, but not restricted to:

Incident & Problem Management

* + You will operate as a senior support engineer, leading the identification and resolution of faults across the managed services portfolio, acting as an escalation point within the team.
  + You will work in close collaboration with the Service Assurance management team, other teams within the Sure group, customers, vendors and third parties to ensure KPIs are met, and that internal and external escalations are triggered where necessary.
  + You will use your extended experience and skills to bring incidents to resolution as soon as possible, following up where necessary with root cause analysis via the problem management process.
  + You will undertake pro-active problem management activities to identify the root cause of problems, implementing workarounds and permanent fixes via the Sure change management process.
  + You will act as a Subject Matter Expert regarding your areas of technical specialism and additionally with regard to the Enterprise Support systems, tools and processes/procedures. You will be a focal point of technical expertise within Enterprise Support.

Request Fulfilment

* + You will carry out customer requests for changes to managed devices across the managed services portfolio.
  + You will ensure that service catalogue requests are identified as either chargeable or non-chargeable and arrange for the customer to be billed where applicable.
  + You will fulfil such requests in line with the change management processes of both Sure and the customer.
  + You will act as a senior colleague within the team to confirm and peer review the proposed fulfilment actions of colleagues in the team

Operations and Maintenance

* + You will work closely with the Enterprise Support Manager to help deliver the Sure managed services. Specifically, your experience will enable you to contribute significantly to the incident management, problem management, event management, change management and continual service improvement processes.
  + You will influence the design, build and maintenance of Enterprise Support systems and tools, by identifying and evaluating areas for improvement and by implementing agreed enhancements.
  + You will play a key role in achieving the SOC overall objectives and KPIs, such as network/service reliability metrics, including service level agreements, mean time to repair, alarm recovery, and system availability.
  + You will assist in the production of work instructions, processes, procedures, and other such knowledge articles, and provide mentorship and training to other support staff as and when necessary.
  + You will perform regular housekeeping and maintenance activities, to include operations-centric data in the Enterprise Support systems and tools.
  + You will participate with the transition of new customers and services both into and out of production via the Enterprise Support on/off-boarding processes and procedures.

Projects

* + You will be expected to lead on projects and/or manage projects in line with Sure PMO guidelines.
  + You will participate as a project resource where necessary. Example projects include new tooling, enhancements to existing tools, systems migrations etc.
  + You may be involved in the identification and /or creation of new managed services.

The role is Mon-Fri working between 07:00 and 18:00, sharing an early/late pattern with other Enterprise Support Engineers, E.G: 07:00-15:30 or 09:30-18:00. Whilst not a current requirement, it is possible that the role may change to a 24x365 full shift Rota, with employee remuneration changing also to include a 35% shift bonus.

**In addition, the person will be required to**

* Understand and comply with the licence and other regulatory rules applying to the position.
* Understand and comply with the Data Protection Law as it relates to the position
* Understand and comply with the Health and Safety responsibilities relevant to the role as defined in the Sure Safety Policy
* Work in accordance with the safety procedures and safe working policies of Sure
* Undertake appropriate security awareness training covering information security, data protection, financial crime and payment card data and comply with their information security responsibilities. This awareness training includes understanding of the incident reporting process to be followed in the event of the employee suspecting, causing, or discovering an information security incident.

Due to the nature of this position, the postholder must hold a satisfactoryBasic Police Disclosure. All disclosures of a criminal background are treated with the strictest confidence and checks will only be made in connection with suitability for a post and for no other purpose.

Convictions likely to be considered relevant to this post include dishonesty and those indicating a breach of trust, due to the security requirements of the role*.*

Please note that disclosure of a criminal record will not necessarily debar you from employment in this post – this will depend on the nature of the offence/s and the circumstances surrounding it/them.

**THE WAY WE DO THINGS**

* We work together as One Team,
* We strive for Customer Satisfaction,
* We are Reliable,
* We have a Passion for Technology & Learning
* We are Community & Sustainability Focused

## SKILL REQUIREMENTS

Essential

* At least 3-5 years’ experience in a similar role.
* Technical expertise in multiple disciplines listed below
* Cisco CCNA minimum (CCNP preferred).
* Demonstrable experience of working with IP routing and switching environments.
* Demonstrable experience of working with firewalls rules, NAT and VPNs.
* Operating systems support (Windows Server, Windows 10/11, CentOS, Ubuntu etc) Active Directory, DHCP, DNS.
* Able to show initiative and act independently to solve problems.
* Strong analytical and problem-solving skills.
* Good communication skills, both verbal and written.
* Strong customer service skills.
* Well organized and methodical.

Highly Desirable

* Cisco CCNP/CBROPS, Microsoft MCSA/MCSE, VMWare VCP (or any combination of these).
* Experience of Managed Service Provider environments, ideally with Networks and/or Firewalls or cloud services.
* Experience supporting Azure AD, Microsoft 365
* VMWare or other virtualization related certification or relevant experience (I.E. HyperV).
* Experience with backup, recovery, and replication tools such as Veeam, eVault/Carbonite, Zerto etc.
* Experience of an operational delivery role, ideally within IT, service provider or telecommunications networks, infrastructure, datacentres or cloud-based products and services.
* ITIL Foundation (v3 or above preferred).
* Educated to at least A-level/BTEC Level 3 standard with good pass results.

**Personal/Behavioural attributes:**

* Diligence and attention to detail are key skills along with ability to multi-task and prioritize work appropriately.
* Eager and quick to learn new skills and technologies.
* Proactive. Able to use their initiative to tackle a broad range of problems.
* Ability to work either as part of a team or independently and prepared to ‘muck in’ when required.
* A cheerful and optimistic attitude to work.
* High degree of customer focus.
* Good interpersonal skills with both internal and external customers.
* Calm and controlled under pressure and ability to handle stressful situations.
* Flexible approach to working hours and must be willing to work on holidays and weekends on a 24x7x365 rotating shift schedule or on an “on-call” call out schedule.