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Position Description

Position: Associate IT Support Engineer
Department: IT
Reports to: IT Manager
Direct Reports: -

Position purpose:

The Associate IT Support Engineer will be responsible for providing technical assistance and support to end-users within the organization. The primary objective of this role is to ensure the smooth operation of computer systems, software, and hardware, and to address any issues or concerns raised by users. The Associate IT Support Engineer will work under the guidance of senior IT personnel to deliver effective and timely support services.

Key responsibilities:

- User Support: Provide technical assistance to end-users through various channels, such as in-person, email, or phone, to resolve software, hardware, and network-related issues.
- System Deployment: Assist in the installation, configuration, and maintenance of computer systems, including servers, workstations, and networking equipment.
- Troubleshooting: Diagnose and resolve technical problems reported by users, including software malfunction, network connectivity issues, and hardware failures. Escalate complex issues to senior IT team member when necessary.
- System Maintenance: Assist in the installation, configuration, and maintenance of computer systems, including operating systems, software applications, and peripheral devices. Perform routine system updates and ensure security protocols are up to date.
- Documentation: Create and maintain technical documentation, including user guides, knowledge base articles, and standard operating procedures, to aid in problem-solving and knowledge transfer.
- Asset Management: Assist in managing and tracking IT assets, including computers, peripherals, software licenses, and equipment inventory. Help maintain accurate records of hardware and software deployments.
- User Training: Conduct training sessions and workshops to educate users on basic IT functions and best practices. Assist in developing training materials and resources for end-users in conjunction with senior IT team members.
- Software Support: Install, update, and troubleshoot software applications, ensuring they meet user requirements and comply with organizational policies.
- Remote Support: Utilize remote access tools to aid off-site users and troubleshoot issues remotely.
- Security: Follow security protocols and best practices to ensure data privacy and protect systems from unauthorized access. Assist in implementing security measures, such as user access controls and data backups.
- Collaborative Support: Collaborate with the IT team to address complex technical issues and contribute to the continuous improvement of IT infrastructure and services.
- Stay Updated: Stay up to date with emerging technologies, industry trends, and best practices in IT support to enhance knowledge and skills.

- **Other duties:**
- Upholds the company values.
- By arrangement, assistance with occasional out of hours work.
- Perform any other tasks as required by your Team Leader and/or the business.

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- Contributes to the achievements of department goals and objectives.

Health & Safety:
- Ensuring all Health & Safety policies and rules are followed, with all tasks completed in a safety conscious manner.
- Maintaining a safe and clean working environment by complying with Enatel Policy and Procedures.
- Leads by example in all matters relating to Health & Safety.

Environmental:
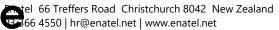Enatel is committed to minimising the environmental impact of our operations and products.
- Ensuring Environmental policies and processes are followed.

Key Relationships:

Internal	External
• IT Team	• Suppliers (IT)
• Finance Team	
• Performance and Analysis team	
• System users	

Person Specification:

	Essential	Desirable
Competencies	• **Business Acumen** – Knows how businesses work. Is knowledgeable in current and possible future policies, practices, trends, technology and information affecting his/her business and organisation. • **Action oriented** - enjoys working hard and is full of energy for the things he/she sees as challenging. • **Motivating Others** – Creates a climate in which people want to do their best. Is someone people like working for and with. • **Customer Focus** – Is dedicated to meeting the expectations and requirements of internal and external customers. Establishes and maintains effective relationships with customers and gains their trust and respect. • **Organising and Planning -** uses resources effectively and efficiently. Accurately scopes out length and difficulty of tasks and projects. Sets objectives and goals. • **Process Management** – good at figuring out the processes necessary to get things done. Can simplify complex processes • **Integrity and Trust** – is seen as a direct, truthful individual; is widely trusted. • **Ethics & Values** - Has an appropriate and effective set of core values and beliefs, and acts in line with those values at all times.	

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Skills, Experience & Knowledge	- Exceptional customer service skills. - Excellent written, verbal and listening communication skills. - Intermediate computer skills, including MS Excel. - Strong numeracy skills. - Strong attention to detail and a high level of accuracy. - Strong time management skills with the ability to prioritise workload effectively. - The ability to remain calm under pressure. - A high level of initiative and problem-solving skills.	- Have excellent planning and organisational skills. - The ability to think outside the square. - Be IT savvy with strong Microsoft Office skills.
Qualification / Licenses	3-5 Years' experience in a related responsibility role. - Experience in Help desk or IT Support environment in a similar size entity. - Ability to deploy IT assets (e.g. cabling, desktop setup etc). - General understanding of common desktop applications.	- A degree or diploma in Computer Science, Information Technology, or a related field is preferred. - Understanding of Visual Studio, C#, .Net, HTML, PHP, MySQL and MSSQL and any associated applications.