

Systems Consultant (Level 2)

Quick Facts

Job Title: Systems Consultant

Team: Services

Reports to: Services Manager

Salary: SC 7.1 through to SC 7.9

Description

The Systems Consultant performs work assigned via dispatch on customer workstations, servers, printers, networks and other technologies depending on specific skills.

Essential Duties and Responsibilities

- IT Support relating to technical issues involving Microsoft's core business applications and operating systems
- Basic technical support at the network level: WAN and LAN connectivity, routers, firewalls, and security
- Basic remote access solution implementation and support: VPN, Terminal Services, and Citrix
- Monitor the remote monitoring and management system alerts and notifications, and respond accordingly through service tickets
- System documentation maintenance and review in internal systems
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages
- Remain up to date in field of speciality

Additional Duties and Responsibilities

- Improve customer service, perception and satisfaction
- Fast turnaround of customer requests
- Ability to work in a team and communicate effectively
- Work with the Service Desk Dispatcher to ensure requests are routed to the proper resource in order to be resolved quickly and efficiently
- Escalate service requests that require Level 3 support
- Enter all work as service tickets into internal systems
- Develop an in-depth knowledge of our services catalogue and how these offerings may relate to the customer
- Document internal processes and procedures related to duties and responsibilities
- Responsible for accurately entering time sheet and expense data as it occurs
- Complete training as required by job role

Knowledge and Skills Required

- Advanced understanding of operating systems, business applications, printing systems, and network systems
- Diagnosis skills of technical issues
- Ability to multi-task and adapt to changes quickly
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Typing skills to ensure quick and accurate entry of service request details
- Interpersonal development with telephone skills, active listening and basic customer care knowledge
- Self-motivated with the ability to work under busy or exceptional circumstances
- Detail oriented with a desire to produce quality work at a level to be proud of
- A desire to be the best you can be and to work with other high-performing experts