







## Job Description

Job Title: 2<sup>nd</sup> Line Support Engineer  
Department: Support Team  
Reports to: Helpdesk Manager  
Location: Cardonet Office

### Our Values

-  We specialise in the systems and needs of our clients
-  We are authentic in our consistent desire to help, educate and communicate
-  We aspire to learn and improve everyday
-  We will always be supportive of our clients, team and community

### Our Vision

By 2018, we aim to set the industry-recognised benchmark for managed IT services within dynamic, 24x7 industries. This will be delivered by a premier team of problem solvers, resulting in a 97% customer service score and a 15% increase in turnover above our current organic growth.

### The Mission










To go above and beyond the expectations of our clients, the industry and ourselves by always listening to what we hear, challenging what we see and communicating what we think.

### Job Overview

The 2<sup>nd</sup> Line Support Engineer role lends a more experienced and knowledgeable element to day-to-day support. 2<sup>nd</sup> Line support is responsible for assisting 1<sup>st</sup> Line Support Engineers in solving technical problems and investigating escalated issues by confirming the validity of the problem and seeking for known solutions related to these more complex issues.

2<sup>nd</sup> Line are also responsible for reviewing the work completed by the 1<sup>st</sup> Line Support Engineers and feeding back on quality of work and time management accordingly. If a 2<sup>nd</sup> Line Support Engineer cannot determine a solution, they are responsible for escalating this issue using internal guidelines. The individual in the role is accountable for setting the internal standards in delivery, record keeping, reliability and time management.

### Responsibilities

-  Provide excellent customer experience at all times
-  Respond efficiently to support requests coming from all channels
-  Accurately classify and log tickets using our internal ticketing system
-  Accurately keep tickets up to date, informative and clear on the CSM
-  Accurately check in, check out and add time entries to the CSM
-  Provide an effective and proactive escalation point for 1<sup>st</sup> Line Support team and any other channel as directed by management
-  Provide 1<sup>st</sup> line support as and when required
-  Provide on-site support as required in order to resolve client issues
-  Take time to review user and ticket history before attending to any escalated request

- 🔗 Deal with 2<sup>nd</sup> line assigned tickets, providing assistance over the phone or email
- 🔗 Escalate as and when required using internal guidelines
- 🔗 Liaise with partners and third parties companies to resolve client's issues
- 🔗 Conduct personal queue and ticket triage
- 🔗 Conduct workshop tasks as assigned by team leader or manager
- 🔗 Conduct in-house IT support for internal users as and when required
- 🔗 Conduct onsite work as and when required (such as onsite support, project support/assistance, system deployment, etc.)
- 🔗 Ensure all alerts from our proactive tools are actioned within the agreed SLAs
- 🔗 Create reference articles on the Cardonet Wiki
- 🔗 Mentor and provide guidance to all 1<sup>st</sup> Line Support Engineers, prioritising their development and training when troubleshooting
- 🔗 Undertake any other duties as requested by the Helpdesk Manager, Operations Director or Managing Partners
- 🔗 Participate in our internal development program (Cardonet University and Technical Forum, etc.)
- 🔗 Attend meetings as required

Team Member:

On behalf of Cardonet:

Name \_\_\_\_\_

Name \_\_\_\_\_

Signature \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_