



Second Line Support Helpdesk Engineer

Full time

About the role

We are currently looking for a Second Line Support Helpdesk Engineer to join the team based in our Cornhill offices. This is a great opportunity for someone with 24-36 months experience, who is looking to expand their skills, whilst working in a forward thinking, supportive environment.

Is GE right for you?

A dynamic and evolving organisation which puts individuals at the heart of its business. We provide exciting opportunities across our firm, enabling our team to achieve new heights in their career. Here you will be challenged, supported and most importantly heard, enabling you to develop your skills and grow professionally and personally.

You will receive hands on training, personal development and support from leading and seasoned practitioners, partners and experts in their field, enabling you to quickly grow your knowledge and expertise and excel in your chosen career.

How we give back

To ensure our employees know how much we value their hard work, we offer an extensive benefits and perks package. Our package covers your lifestyle, health and wellbeing, development and finances. How about an additional day off to celebrate your birthday? Or utilising our in-house mentoring scheme? And access to our Work Life Well platform? These and many more perks are included in your GE employee benefits pack. To see the full list, [click here](#).



What will the role entail?

Responsibilities

- Dealing with escalations “up” from first line, and resolutions “down” from more senior/external resolving agencies
- Dealing with incoming calls, chats and emails when these exceed first line capacity
- Assisting with first line duties when required
- Ensuring all queries / issues are logged accurately on a ticketing system regardless of source
- Providing additional triage beyond first line, using an escalation matrix to determine resolving agency
- Working on support tickets either directly or through managed escalation
- Following agreed resolutions where available
- Managing assigned tickets to an SLA
- Ensuring first line support, or if need be end-users, are kept up to date throughout the resolution process, regardless of the resolving agency
- Fully documenting all activity, using the ticketing system
- Learning and understanding products and resolutions in depth
- Continuously contributing towards service guides and knowledge, including authoring new resolutions from scratch
- Checking the fit/appropriateness of agreed and documented resolutions to tickets and suggesting improvements and changes if and when needed
- Pro-active engagement with service and department leads to attend to issue arising or deliver spot-training
- Work with the wider IT team to identify root causes based on support tickets, and propose resolutions
- Ensure ticket SLAs are met and intervene when necessary including providing first line resolution
- Build, present and explain weekly and monthly statistical reports on issues, problem tickets and root cause analyses

Requirements

- Direct experience off first line role
- Ability to manage first line engineers, and external resolution agencies
- Excellent telephone manner and face-to-face communication skills
- Strong ability to follow agreed resolutions and help suggest new ones
- Advanced understanding of PCs, networks and communications, browsers and the Microsoft application stack
- Ability to learn about vertical applications specific to the firm, and the processes around the use of these – experience of these preferred (for example products from CCH, and experience of a document management system)
- Thorough appreciation of data sensitivity, privacy and security
- Excellent time management
- Excellent spoken and written English
- Ideally experience working in a professional firm



Want to learn more about life at GE?

Use the QR code below to hear what our team have to say.

