JOB DESCRIPTION

Title: **Technology Operations Engineer**

Reports to: **Technology Operations Manager**

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Position Overview

Working across the RBO Group:

We are seeking a highly skilled and motivated Technology Operations Engineer to join our dynamic team. The primary responsibility of this role is to resolve incidents and action service requests efficiently. The successful candidate will play a crucial role in maintaining the overall health and functionality of our technology ecosystem. This position involves working within a service desk environment, providing on-call support beyond regular business hours, and addressing a wide range of technology-related issues.

Main Responsibilities

Working to the priorities set by the Technology Operations Manager:

Incident Resolution and Service Request Management: (Skill Level – Practitioner)
- Respond promptly to incidents and service requests, ensuring timely resolution and adherence to service level agreements.
- Troubleshoot and resolve hardware, software, and network-related issues.

Service Desk Support: (Skill Level – Practitioner)
- Work collaboratively within a service desk environment to provide exceptional support to end-users.
- Maintain accurate and up-to-date documentation of incident resolutions and service request fulfilment.

On-Call Support:
- Provide on-call support for the business outside of regular working hours.
- Be available to address critical incidents promptly and effectively.

Technology Infrastructure Support: (Skill Level – Working)
- Manage and support network infrastructure, ensuring its reliability and performance.
- Oversee access management and enforce security protocols.

Asset and Workforce Management: (Skill Level – Practitioner)

- Manage asset inventories and track the lifecycle of hardware and software assets.
- Support workforce management tools, particularly Microsoft products.

Telephony and Digital Signage Support: (Skill Level – Working)
- Maintain and troubleshoot telephony systems.
- Provide support for digital signage solutions.

New Starters and Hardware Deployments: (Skill Level – Working)
- Assist in onboarding new employees by setting up their technology resources.
- Coordinate and execute hardware deployment projects.

Retail Support: (Skill Level – Working)
- Provide technical support for retail technology systems.
- Address issues related to point-of-sale systems and other retail-specific technology.

Platform Monitoring: (Skill Level – Practitioner)
- Monitor the health and performance of technology platforms.
- Take proactive measures to address potential issues before they impact operations.

Mobile Device Support: (Skill Level – Working)
- Support and troubleshoot mobile devices, including smartphones and tablets.
- Ensure mobile device security and compliance with company policies.

Service Improvement: (Skill Level – Practitioner)
- Contribute to ongoing service improvement initiatives.
- Collaborate with cross-functional teams to implement enhancements and optimise technology operations.

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

Experience
- Proven experience in a technology operations role.
- Experience working in an office environment or customer facing business together with an interest in developing your skills in technology
- Experience or understanding of service desk systems, prioritisation and escalation procedures
- Prior experience in a Service Desk or Technical Operations Centre in 1st or 2nd Line Support.

Technical skills
- Strong proficiency in the use of Microsoft products, Windows desktops and Apple Mac systems and products
- An understanding of the principles of networking and internet technologies
- Prior experience in retail technology support is a plus.
- An interest in current Information Technology and ability to learn more about new technology
- An awareness of database systems and applications and ability to develop this knowledge

Organisation and People skills
- Excellent problem-solving and communication skills.
- Able to work effectively in a busy office environment
- Good organisational and time management skills
- Ability to work to changed priorities when needed
- Good people skills and ability to liaise with people at all levels in the organisation
- Professional and confident telephone manner
- Consistent high level of customer care and responsiveness
- Ability to work collaboratively in a team and independently when required.

Learning and Continuous Improvement
- Commitment to delivering a high standard of work
- Ability to work to and support a culture of continuous improvement
- Commitment to managing own learning and continuous professional development relevant to the role
- Ability to undertake learning and development and work towards accreditations or qualifications for key skill areas as required

If you are passionate about technology, thrive in a fast-paced environment, and have a track record of successfully resolving incidents and improving service delivery, we invite you to apply for this exciting opportunity. Join us in shaping the future of our technology landscape and delivering top-notch support to our organisation.

This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.