



## ICT Support Engineer (Levels 1 - 2)

**Lines of responsibility to:** ICT Manager, ICT Supervisor  
**Lines of communication to:** ICT Manager, ICT Supervisor, Managing Director/Finance Director.  
All other users of ICT within the Ultimate Group, Suppliers, Customers.

### Aim/Purpose of Job:

- To play a lead role in the design, installation, testing, support and maintenance of the Ultimate Group's servers and underlying systems infrastructure with the aim of making the business more efficient while improving the reliability and value of services delivered to both internal and external customers.
- Maintenance and administration of all technologies as detailed in Appendix A.
- To perform second line support for all ICT related incidents/problems and to assist the ICT Support Administrator when required.
- To provide additional first line resource to the ICT Helpdesk as and when required.
- To proactively monitor and maintain the underlying ICT systems and infrastructure to a high standard.
- To ensure systems and data are adequately and appropriately backed-up to fulfil the required RTOs and RPOs as the DR/BC plan directs.
- To ensure systems and data backups are adequately and appropriately tested for restore/recovery purposes to an agreed schedule.
- To deliver upgrades and new project rollouts on time, within budget, meeting exact requirements while considering the future maintenance involved.
- To develop processes and procedures which safeguard systems and end user services to ensure maximum up-time and responsiveness thus enhancing the end-user experience.
- To innovate, not just within the main job role and responsibilities, but in any area within the business. This may involve a degree of computer programming/scripting to achieve results.

### Main Duties & Tasks:

- Working closely with the ICT Manager, ICT Supervisor and other team members.
- Review, maintain and improve all current systems through proactive management and monitoring.
- Provide first class ICT support to end users within the Ultimate Group, ensuring all users are adequately informed before any known interruption to systems/services is made wherever possible.
- Prioritisation and escalation of support incidents to 3rd party support vendors where necessary.
- Investigate bugs/misconfigurations and resolve in a timely manner whilst minimising downtime to systems/services.
- To ensure systems and data are adequately and appropriately backed-up to fulfil the required RTOs and RPOs as the DR/BC plan directs.
- To ensure systems and data backups are adequately and appropriately tested for restore/recovery purposes to an agreed schedule.
- Develop 'approved' infrastructure, systems and services in-line with the Ultimate Group ICT strategy.
- Updating support calls, hardware/software assets and building a knowledgebase via the support helpdesk systems.
- Ensure all software (incl. media + documentation) is properly stored and licensed using approved auditing & reporting tools.
- Produce and present new ideas/detailed design specifications for system improvements, upgrades and migration plans, including cost/benefit proposals.
- Testing the hardware/software configurations in a controlled, real situation environment - before going live to production wherever possible.



- To implement and improve processes and procedures which safeguard systems and end user services to ensure maximum up-time and responsiveness thus enhancing the end-user experience.
- Preparation of documentation and implementation of change management procedures.
- Updating job knowledge by participating in educational opportunities; reading professional publications, maintaining personal networks, participating in professional organisations.
- To provide ICT advice and where necessary ICT tuition for team members and work colleagues.
- Work as part of a team, supporting colleagues and openly sharing information.
- To comply with all quality procedures and practices to ensure that company standards are met and surpassed.
- Work in accordance with all company environmental management requirements, taking reasonable care for the protection of the environment through your own acts/omissions and report any opportunities for improving environmental targets.
- To work within Government and Company Equal opportunities Policy and practices and report any deviations.
- To work within Government and Company Health & Safety policies and practices and report any hazards or incidences.
- To be flexible in undertaking duties and responsibilities and may be asked to perform other duties which reasonably correspond to the general character of the position and commensurate with its level of responsibility.
- Working extra hours may be required to meet critical project deadlines.
- Working additional hours outside of normal working hours may be required.
- Working off site may be required which may involve travel and overnight stays.

#### **Attitudes & Qualities:**

- Strong analytical skills and the ability to pay careful attention to detail.
- Highly resourceful, demonstrates a “can do” approach and thinks outside the box.
- Ability to assess risk and impact of own actions and events on users and systems (the bigger picture).
- A professional approach to time management, costs, quality of work and deadlines.
- Ability to work under own initiative and as part of a team.
- Professional written, verbal communication and interpersonal skills.
- Ability to multitask incorporating tight deadlines dealing with a wide variety of issues and unexpected interruptions.
- Ability to manage change effectively and adapt to it quickly.
- Willingness to work to a ‘flexible’ schedule.
- Confident in communicating and presenting in a polite manner to colleagues and customers/suppliers on all levels.
- High level of self-motivation with a will to succeed.
- Ability to take on-board new information and learn new skills in a timely manner.
- A keen interest and creative flair in computer programming/scripting will be advantageous.
- A full UK driving license is preferred but not essential.

Please see **Appendix A** for expanded details on Competencies, Workflow and Training Plan.

As well as the above every employee of Ultimate Packaging Ltd is expected to follow company policies and procedures as outlined in the company handbook etc.