

Senior IT Support Engineer

Salary Range: £44,579 - £50,706

Grade: L4Z1

Location: 5 Pancras Square, N1C 4AG

Reports to: IT Support Delivery Lead



About the role

As a Senior IT Support Engineer, you will play a key role in our IT support operations, ensuring we deliver, focussing on maintaining a consistent and positive end user experience throughout all interactions. This role involves tackling complex technical challenges, often beyond the scope of 1st and 2nd line support. You'll be the primary point of contact for escalations and troubleshooting, particularly around Microsoft 365, Windows, and other modern workplace technologies. You will guide and support an onsite support team, creating a collaborative culture promoting collaboration across departments.

Your day-to-day role will include managing the support queue, optimising workflows, and collaborating closely with colleagues in particular infrastructure, network, and information security, ensuring processes are consistently applied and Camden's IT services remain reliable and efficient. In addition, you'll contribute to IT projects, from technology migrations to implementing new tools and systems, playing a key role in the continuous improvement of our workplace technology.

This role requires a proactive approach, excellent problem-solving skills, and a strong commitment to high-quality, user-centred support. Outstanding communication skills are essential, as you will frequently explain technical issues to technical and non-technical colleagues, ensuring clarity and understanding at all levels. With strong interpersonal skills, you'll promote collaboration across departments and provide mentorship to junior team members. Adaptability and a drive for innovation are crucial, as you'll continuously look for ways to enhance the IT service experience for end users. You'll bring resilience and composure to high-pressure situations, ensuring prompt, effective responses during critical incidents. Finally, you'll act as cover for the IT Support Delivery Lead when necessary, providing seamless service delivery for Camden's users.

The things you'll achieve

In this role, you'll make a substantial impact in Camden's IT service delivery by achieving:

Team Leadership: Pivotal role in supporting, guiding and mentoring the support team, nurturing a collaborative 'can do' approach where team members can grow and develop their skills. Ensure that best practices are consistently followed for efficient and effective issue resolution, providing a consistent end user experience. Maintain high standards of service and driving continuous improvement within the team.

Technical Escalation: Serve as the main point of contact for resolving technical issues and escalations related to Microsoft 365, Windows 10/11, and other modern workplace technologies. Your role will be essential in ensuring swift and effective solutions to technical challenges.

Queue Management: Effective supervision of the daily operations of the team, managing the ticket queues, ensuring timely responses and resolutions with appropriate prioritisation of resources and workloads to ensure performance within SLA timescales.

Microsoft 365 Administration: Your expertise in using Microsoft 365 tools will ensure efficient resolution of issues, enhancing the overall productivity and satisfaction of users and security of the organisation. This includes effective managing and troubleshooting Microsoft 365 applications, including SharePoint, Teams and OneDrive using tools like Intune and Defender.

Project Involvement: Contribute to IT projects focused on modern workplace improvements, technology migrations, and new technology implementations, including moves to new and existing buildings. You will manage the allocation of resources based on specific requirements and actively participate in the work to ensure successful project outcomes, while ensuring business as usual tasks are met.

About You

Experience

Supporting different user personas, including VIPs, and being able to tailor support to ensure the right outcomes are delivered.

Device Management: Knowledge or experience with Intune and other MDM platforms for device management, application deployment and security policy enforcement.

Complex Issue Resolution: Skilled in resolving IT issues beyond 1st and 2nd line support.

Project Delivery: Strong experience in delivering IT projects on time and within budget.

Proficient with Microsoft technologies like Active Directory, SCCM, Microsoft 365, and Entra ID.

Team Mentorship: Experience mentoring and guiding technical teams.

Security Knowledge: Understanding of security threats and prevention strategies.

Support Environments: Experience supporting both on-site and remote environments.

You Have

Strong background in technical support, including working at pace in high-pressure environments.

Strong focus on delivering high-quality, user-centred support.

Excellent problem-solving skills and a proactive approach.

Clear communication skills, able to explain technical issues at all levels.

A collaborative approach and a team player focussing on outputs.

Self-motivated, taking ownership of tasks and delivering the outcomes

Resilience and calmness in high-pressure situations.

A passion for innovation and continuous improvement.

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Other important stuff...

People Management

The role does not have direct line management responsibilities. However, the individual in this role will manage resources assigned to project work, will provide cover for the Lead role and may be required to supervise and develop staff involved in community initiatives, such as apprenticeships.

Work Environment

Your primary location will be 5 Pancras Square in Kings Cross, with an expectation to be in the office at least four days a week. Besides regular office hours, you may occasionally need to provide out-of-hours support. This could include assisting with project delivery or attending council meetings outside standard working hours, depending on the specific needs of projects or events across the council. Additional hours will be paid, or time off will be applied in lieu.

Who you will be working with

You'll be joining a dynamic IT support team within Service Delivery, reporting to IT Support Delivery Lead. You'll work closely with colleagues across the IT department and frequently collaborate with staff across the organisation and/or 3rd parties.

The application process

The application process will involve an initial review, a technical interview, and a practical assessment to evaluate your problem-solving skills and technical knowledge.

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk

