



Job Information Pack

This pack contains the following information:

- Job details
- The application process
- Contact details
- Information about Warmworks
- Information about the team the job is based with
- Job description
- Person Specification

Job details	
Job title	IT Support Engineer
Job reference	WW-IT-SE
Location	Edinburgh

The application process	
Application deadline	Friday 29 April 2022
Interview date	tbc
Interview location	Edinburgh
Interview format and length	Panel interview

Contact details	
Completed application forms for this job	recruitment@warmworks.co.uk or Recruitment Warmworks 1 Carmichael Place Edinburgh EH6 5PH
General enquiries about this job	recruitment@warmworks.co.uk
For an informal discussion about this job	jay.jolly@warmworks.co.uk

About Warmworks

Warmworks, formed in 2015, is a joint venture partnership between Energy Saving Trust, Changeworks and Everwarm.

Warmworks is committed to tackling fuel poverty, increasing the energy efficiency of the homes and communities in which we work and consistently delivering a first-class service to the households and families that we support.

Since 2015, Warmworks has been the Managing Agent of the Scottish Government's national fuel poverty scheme, Warmer Homes Scotland and has recently started work on a range of new contracts and initiatives across the UK.

Warmworks has already helped more than 25,000 homes to become warmer, healthier and more energy efficient and is seeking to play a key role in the long-term drive to reduce carbon emissions and increase the availability of affordable, sustainable energy for all.

About the Team

Introduction and context

Warmworks was established to tackle fuel poverty, reduce carbon emissions and support sustainable local economic development in communities across the country.

Team aims

We deliver the best possible help to people who are struggling to keep their homes warm and pay their energy bills; installing measures such as insulation, efficient heating and renewable technologies to make homes more energy efficient and delivering sustainable cost savings in the long term.

Team activities

Since the business was launched in September 2015, Warmworks has provided a high-quality end to end service, from initial referral through to assessment and the installation of measures, along with appropriate aftercare and support for thousands of households. Warmworks employs direct staff to handle in-home assessments and quality inspections, call handling and customer service, operational finance and the management of a diverse supply chain.

Job Description	
Job title	IT Support Engineer
Job reference	WW-IT-SE
Salary and grade	up to £25,000 per year, depending on skills and experience
Location of job	Edinburgh
Hours and terms	37 hours per week
Holiday terms	25 days' annual leave, plus 9 public holidays

General terms and conditions	
<ul style="list-style-type: none"> • There are no overtime payments for this post. • You may need to undergo criminal record checks depending on the requirements of the post. Depending on the nature of any convictions that may be disclosed, Warmworks reserves the right to terminate employment with or without notice. • All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers. 	

Responsible to	IT Manager
Responsible for	N/A

Purpose of the job	The IT Support Engineer will assist the IT Department by monitoring and maintaining computer systems and networks. This includes but not limited to troubleshooting, diagnosis, resolution and escalation of IT issues in a timely manner and in accordance with the company SLA.
Main objectives and goals	<ol style="list-style-type: none"> 1. Provide first and second line IT support to users 2. Manage support tickets using the incident management tool 3. Manage Warmworks users in cloud services such as Office 365, telephony platform, desk booking system and other platforms as required 4. Basic administration support for Windows and Linux servers 5. Management of IT assets, desktop computer configuration and office network infrastructure

1. Provide first and second line IT support to users
<ul style="list-style-type: none"> • Management of logged IT tickets, prioritisation and allocation to other IT staff • Resolving IT issues logged by Warmworks users • Communicating attempts at resolving issues to other IT staff
2. Manage support tickets using the incident management tool
<ul style="list-style-type: none"> • Prioritisation and allocation of support tickets logged by Warmworks users • Communicating resolution details to users via incident management tool and other media
3. Manage Warmworks users in cloud services such as Office 365, telephony platform, desk

booking system and other platforms as required
<ul style="list-style-type: none"> • Management of users in Office 365, Cloud telephony service, AV cloud portal, Azure AD portal • Management of user licenses • Resetting passwords and other admin activities
4. Basic administration support for Windows and Linux servers
<ul style="list-style-type: none"> • Basic administration of Windows Server 2016 and 2019 servers including management of Windows services • Basic administration of Linux Ubuntu server
5. Management of IT assets, desktop computer configuration and office network
<ul style="list-style-type: none"> • Management of IT assets owned by Warmworks in ITAM • Configuration and replacement of new laptops and tablets • Administration and troubleshooting office network infrastructure

Key contacts
<ul style="list-style-type: none"> • Warmworks colleagues • Contacts in partner organisations • External consultants and suppliers

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications		
BSc in Computer Science, another related degree or equivalent level of professional experience	✓	
Experience		
Previous experience in similar role	✓	
Skills		
Windows desktop, server OS in Azure	✓	
Knowledge of Linux		✓
Knowledge of ITIL best practices for service delivery		✓
Good understanding of Active Directory and Intune	✓	
Good understanding of network infrastructure (routers, firewalls, switches)	✓	
Jira ITAM or other asset management systems	✓	
Freshdesk or other ticketing systems	✓	
Personal qualities and attributes		
Excellent interpersonal communication skills	✓	
Pro-active with ability to work to tight deadlines	✓	
Excellent analytical and problem solving skills	✓	
Open to learning new skills and technologies	✓	
Patience, friendliness and clear non-technical communication	✓	
Additional requirements		
Full valid driving licence or other ways of fulfilling the mobility requirements of the job		✓

Staff Expectations of Management Experience

The post holder should expect and be open to

- Effective leadership
- A positive, honest and enthusiastic working environment
- Being supported and empowered to effectively achieve objectives and goals within your role
- To be treated fairly and with respect
- To be provided with appropriate training to ensure ability to effectively carry out your role
- Regular and appropriate feedback through one to one meetings and annual review and associated processes
- Having the opportunity to feedback to manager regularly and through the annual review process
- Adhering to all appropriate Warmworks policies to ensure consistency and fairness and health and safety of you and your colleagues

Complexity

The post holder must be able to:

- Adhere to and advocate Warmworks values
- Demonstrate flexibility and versatility

Creativity

The post holder will be required to:

- Use their own initiative to provide the best possible outcomes over a wide range of projects

Special conditions

- Some out-of-hours, overnight stays and weekend working will be required, for which time off in lieu will be given