

**Job Description – MBDA Windows Support Engineer**

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| **Job Title:**MBDA Windows Support Engineer  | **Job Title of Line Manager:**Technical Services Manager |
| **Department:**Managed Services | **Section Name:**MBDA / Technical Services |
| **Number of Direct Reports:**0 | **Job Title of Team Members:**Windows support engineers |

**Overall Job Purpose:**

To support MBDA's physical and virtual client machines within their test laboratories at Bolton, Filton, and Stevenage.

To provide general IT support that covers the client estate only including but not limited to: Operating Systems, software networking, Active Directory, LDAP, client IT Asset Management and software support

The successful candidate will exhibit verifiable experience in a customer facing role, coupled with a demonstrable knowledge across multiple technical domains. They will have at least five years’ experience working in complex IT support environments, where customer satisfaction is key.

Due to the nature of the role the candidate will need to hold and maintain SC clearance at a minimum

**Activities**

* Ongoing refinement of builds for OS (WIMs), hardware updates and quarterly patching
* Legacy and current Windows Operating System (Windows XP, Vista, Windows 7,10) support
* Regular Driver, O/S and application patching and ad-hoc vulnerability patching
* General hardware and application support/upgrades
* Creation and support of a standard Windows desktop build
* Basic Network support for firewalls and switches
* Work with the customer to improve Knowledge Management and drive the “shift-left” approach
* Maintain relationships with vendors and suppliers, ensuring all relationships are conducted in a professional manner;
* Log, monitor and maintain records of work in accordance with agreed processes
* Support and maintain the IT software and hardware asset register across supported environments
* Undertake audit and remediation activities where required
* Liaising with suppliers in the correction of faults and the implementation of software and hardware fixes and upgrades
* Support all security processes and protocols

**Attributes of Successful Candidate**

* Determined, can-do attitude
* Ability to work on own as well as part of a team
* Meticulous approach, effective written and oral communicator
* Ability to work in a fast paced, deadline intensive environment
* Incident Management and Request Fulfilment
* Ability to manage & create documents which are professional & articulate
* Strong customer facing experience and commitment to exceed customers’ expectations.
* ITIL awareness

**Skills, Knowledge & Experience:**

* At least 5 years working in complex/secure IT support environments focussed principally but not exclusively on Desktop support
* Excellent technical knowledge across multiple domains, including:
	+ Microsoft Active Directory & Group Policy Objects
	+ LDAP
	+ Virtual machine support
	+ Software networking / networking protocols
	+ Microsoft OS (including embedded) - (Windows XP, Vista, 7, 10), testing and imaging
	+ ITSM tools
	+ Ivanti Suite (desirable)
	+ PowerShell (desirable)
	+ Networking protocols