**Overall Job Purpose**

To provide onsite support for a variety of IT hardware and software products within the required Service Level Agreement (SLA). Provide Technical Support to other staff in Managed Services. Work efficiently and proactively to deliver IT support service to British Airways. Support provided via rotating shift patterns between 7am and 7pm, weekends, bank and public holidays included.

**Main Duties**

Install and support all Airline specific and desktop devices including managed print

Installation of all applications and software either locally or remotely using the tools provided, i.e. SMS

Installation and configuration of PCs, printers, upgrades and peripherals in accordance with standard procedures

Ensure site complies with defined cable management standards

Carry out all fault finding and follow diagnostic processes. (I.e. printing issues, PC connectivity)

Call handling in line with current procedures and the escalation and resolution of any issues in a timely manner

Partake in routine Preventative Maintenance activities

Ensure suitable sign off is obtained to confirm a successful completion of works.

Use of mobile device to handle and process all assigned calls at all times.

Comply with relevant Health & Safety procedures, both site and company driven.

Comply with all conditions of the local airport authority to include the conditions of personal ID pass and vehicle pass. Attending training at various locations as and when required

Assist in any administration duties within the team as and when requested by your manager

Interface with customer

Be aware of the SLA of each call and endeavour to ensure the SLA is met.

To comply with the company’s policy regarding the use of company vehicles, specifically with regard to driving in airside locations.

Be available to provide project support on overtime outside of core hours as required by the site

To be able to go on the Gatwick on – call – rota .

Any other duties assigned by your manager.

**Skills, Knowledge, Experience**

A technically skilled and Aviation IT engineer with good inter-personal skills, good with networking, Windows 10, 7, use of SCCM for imaging

To have a full driving licence

Checkable 5 year work History with no gaps, education history