IT Support Engineer – L1

Job Description

#### 06 October 2024



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### Introduction

An IT Support Engineer – L1 is the first line of defence in technical support. This role is crucial for ensuring that users receive prompt and effective assistance with their IT issues. Aim to resolve user issues during the first contact to enhance user satisfaction and reduce the need for follow-up interactions.

Job Title: IT Support Engineer – L1

**Job Summary:**

An IT Support Engineer L1 is responsible for providing initial technical support to users. They handle basic troubleshooting, resolve common technical problems, and escalate more complex issues to higher-level support teams. This role is essential for maintaining smooth IT operations and ensuring user satisfaction.

**Key Responsibilities:**

Initial Point of Contact

* Serve as the first point of contact for users seeking technical assistance via phone, email, or live chat.
* Provide a friendly and professional experience, ensuring users feel supported and understood.

Issue Identification

* Identify and diagnose technical issues related to hardware, software, and network systems.
* Perform initial assessments to determine the nature and urgency of the issue.

Basic Troubleshooting

* Resolve basic hardware problems such as printer malfunctions, peripheral device issues and computer hardware failures.
* Troubleshoot software problems, including application errors, operating system issues and software installation problems.
* Address basic network connectivity issues, such as Wi-Fi problems and IP conflicts.

Escalation

* Escalate unresolved or more complex issues to Level 2 or higher support teams.
* Provide detailed documentation of the issue and steps taken before escalation to ensure a smooth handover and ensure the call has been updated accordingly.

User Guidance

* Assist users with system access, software installation, and configuration.
* Provide basic training and guidance on using IT systems and applications effectively.

Documentation

* Document all support requests, resolutions, and follow-up actions in the ticketing system.
* Contribute to the creation and maintenance of a knowledge base for common issues and solutions.

Follow-Up

* Follow up with users to ensure timely resolution of their issues and maintain a high level of customer satisfaction.
* Utilise user feedback to improve support processes and user experience.

**Qualifications:**

* High School Matric certificate or degree in IT, Computer Science, or a related field.
* CompTIA A+ **ǀ** CompTIA Network+
* ITIL 4 Foundation

**Experience:**

* 0-2 years of experience in an IT support role or helpdesk role
* Experience in customer service or administrative roles can also be beneficial.

**Skills:**

* Basic understanding of computer systems, software, and networking.
* Strong verbal and written communication skills.
* Excellent customer service skills to ensure a positive user experience.
* Ability to troubleshoot and resolve basic technical issues.
* Proficiency in documenting support requests and solutions.

Conclusion

In conclusion, the role of an IT Support Engineer – L1 is to effectively support users and maintain smooth IT operations within an organisation. This position requires strong communication skills, basic technical knowledge, and excellent customer service abilities. It’s a great entry point for those looking to start a career in IT support, offering valuable experience and opportunities for growth.