



# IT Onsite Support Engineer – L2

## Job Description

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# IT Onsite Support Engineer – L2

## Job Description

### Job Title: IT Onsite Support Engineer – L2

#### Job Summary:

An IT Onsite Support Engineer L2 is responsible for providing **day-to-day in-person support** to users, diagnosing and resolving advanced technical issues related to software, hardware, and network systems, and providing a “white glove” support service to VIPs (CEOs, Directors, etc). Their expertise in working with other IT engineers, escalating where appropriate, and coordinating to resolve incidents quickly and efficiently is vital. Experience working with ITSM tools such as Halo, ServiceNow, Manage-Engine, etc within an ITIL environment, and supporting users within the O365 stack, and Apple users will be essential to ensure that IT services run efficiently and effectively, minimizing downtime and enhancing user satisfaction.

This position involves handling more complex technical issues that are escalated from Level 1 support, requiring a deeper understanding of IT systems and problem-solving skills. The L2 engineer is the final level before a case gets escalated to the L3 team.

#### Key Responsibilities:

1. Troubleshooting and Resolving Issues
  - Identify and resolve hardware, software, and network issues. This often involves using diagnostic tools and software.
  - Handle more complex issues that Level 1 support cannot resolve and escalate to Level 3 if necessary.
  - Use remote access tools to troubleshoot and fix issues without needing to be physically present.
2. User Support
  - Provide support to users experiencing technical difficulties, ensuring minimal disruption to their work.
  - Offer guidance on best practices and train users on new systems or software.
3. Installation and Configuration
  - Install and configure new hardware, including computers, servers, and networking equipment.
  - Install and configure software applications and ensure they are properly integrated with existing systems.
  - Set up and configure network devices such as routers, switches, and firewalls.
4. Account Management
  - Create and manage user accounts, ensuring proper access controls and permissions.
  - Assist users with password resets and account recovery.



- Ensure users have the appropriate access to systems and data based on their roles.
- 5. Documentation
  - Maintain detailed records of all support requests, resolutions, and system changes.
  - Contribute to and maintain a knowledge base of common issues and solutions.
  - Keep track of IT assets, including hardware and software licenses.
- 6. Security
  - Implement and enforce security processes and procedures to protect systems and data.
  - Educate users on security best practices to prevent security breaches.
- 7. Training
  - Conduct training sessions for users on new technologies, software, and systems.
  - Create and update training materials and user guides.
  - Provide ongoing support and training to ensure users are comfortable with new systems.

**Qualifications:**

- Bachelor's degree in IT, Computer Science, or a related field.
- CompTIA A+ | CompTIA Network+
- Microsoft Certified: Azure Fundamentals or similar.
- ITIL 4 Foundation

**Experience:**

- Minimum 1 years' experience of a 2nd line engineer role or similar providing day-to-day in-person support to users
- Experiencing providing "white glove" support to VIPs (CEOs, Directors, etc)
- Experience working with other IT engineers, escalating incidents where appropriate , and coordinating to resolve incidents quickly and efficiently
- Experience working within ITSM tools such as Halo, ServiceNow, Manage-Engine, etc
- Experience supporting users within O365 stack as well as Apple users
- Demonstrated ability to diagnose and resolve technical issues
- Experience in providing technical support and excellent customer service.

**Skills:**

- Problem-Solving: Strong troubleshooting and analytical skills.
- Communication: Excellent verbal and written communication abilities.
- Technical Proficiency: In-depth knowledge of hardware, software, and networking.

## Conclusion

In conclusion, the role of an IT Onsite Support Engineer – L2 plays a crucial role in maintaining and supporting an organization's IT infrastructure. This role requires strong technical skills, excellent problem-solving abilities, and effective communication is vital as it is a day-to-day in-



person support role. It's a dynamic and rewarding career path with opportunities for growth and specialization.