JOB DESCRIPTION – SENIOR DESKTOP SUPPORT ENGINEER

The Senior Desktop Support Engineer will be a very hands-on, senior member of the Technical support team responsible for Bank Windhoek PC desktop, laptop configuration, mobile device, and application support including Windows operating systems and software and other applications. This is an internal customer-facing role, and requires excellent prioritization, responsiveness, and customer service, along with excellent verbal communication skills.

In consultation with the Service Manager, the incumbent contributes to the efficient allocation of computer hardware and software resources, maintains business applications, and ensures the reliability and sustainability of information and communication resources.

Using effective communication, technical, and analytical skills the Senior Desktop Support Engineer manages projects, provides technical support including maintenance and upgrading of resources, assigns staff to resolve operational issues, and, within delegated authority, supervises support personnel. In keeping with Bank Windhoek values and competencies, the Senior desktop Support Engineer develops and maintains positive working relationships with all contacts internal and external to Bank Windhoek.

KEY PERFORMANCE AREAS (KPAs)

<table>
<thead>
<tr>
<th>PERFORMANCE AREA</th>
<th>RESPONSIBILITY</th>
<th>METRIC</th>
<th>LEVELS OF PERFORMANCE (I.E. WHAT WOULD DENOTE AN A, B OR C)</th>
<th>MINIMAL METRIC TO BE ACHIEVED</th>
</tr>
</thead>
</table>
| Service Level Management          | Onsite analysis, diagnosis and resolution of desktop problems for end users.  | Mean time to repair - Average time between the occurrence of an incident and its resolution | A – 30 minutes  
B – 1 hour  
C – 2 hours                                                  | C                                                                            |
|                                   | Collaborate with network administrators to prevent system downtime.            | % of outage due to incidents (unplanned unavailability)                | A – 1%  
B – 5%  
C – 10%                                                     | C                                                                            |
|                                   | Assist in user/hardware movement and branch relocations.                       | Mean time to complete service requests (days)                          | A – 1 day  
B – 2 days  
C – 3 days                                                | C                                                                            |
<table>
<thead>
<tr>
<th>Category</th>
<th>Task Description</th>
<th>% of Incidents Resolved in 24 Hours</th>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software/hardware/network troubleshooting</td>
<td>% of incidents resolved in 24 hours</td>
<td>A - 100%</td>
<td>B - 90%</td>
<td>C - 85%</td>
<td></td>
</tr>
<tr>
<td>Quality Management</td>
<td>Ensure customer satisfaction</td>
<td>% on First Time Call Resolution by Desktop Support Agents</td>
<td>A - 100%</td>
<td>B - 90%</td>
<td>C - 80%</td>
</tr>
<tr>
<td></td>
<td>Perform quality work on all service requests</td>
<td>% of reopened incidents</td>
<td>A - 0%</td>
<td>B - 1%</td>
<td>C - 5%</td>
</tr>
<tr>
<td>Ticket handling</td>
<td>Off-site Incident response time</td>
<td>Average Incident Work Time</td>
<td>A - 1 hour</td>
<td>B - 2 hours</td>
<td>C - 3 hours</td>
</tr>
<tr>
<td></td>
<td>Off-site Service requests response time</td>
<td>Average Service Request Work Time</td>
<td>A - 1 hour</td>
<td>B - 2 hours</td>
<td>C - 3 hours</td>
</tr>
<tr>
<td>Reporting</td>
<td>Ensure critical incident visibility</td>
<td>% of critical incidents reported to management</td>
<td>A - 100%</td>
<td>B - 90%</td>
<td>C - 80%</td>
</tr>
</tbody>
</table>

**Supervision and leadership**
- Recruits, selects and supervises day-to-day activities of staff in compliance with Human Resources policies and procedures.
- Plans, organizes and coordinates formal and informal orientation and training of employees under direct supervision.
- Conducts performance enhancement process in accordance with standard practice and collective agreements.
- Initiates disciplinary process, within scope of authority and in consultation with Service Manager and Human Resources, to comply with Bank Windhoek policies and standard practices.
- Manages personnel issues that arise between performance planning activities. 
- Manages and allocates workload when necessary and help define priorities, approving the use of overtime when necessary.
- Provides leadership by disseminating information, providing feedback, advising, and coaching.

**System/Application/Network Support**
- Install, upgrade, support and troubleshoot Enterprise Applications hosted on Windows Server 2000/2003/2008
- Install, upgrade, support and troubleshoot Enterprise Applications running on Microsoft Terminal Services
- Install, upgrade, support and troubleshoot Web Server related problems running on JBOSS, Tomcat, IIS, Web Sphere, etc.
• Interact with numerous computer platforms in a multi-layered client server environment
• Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, application servers, and administrative systems
• Diagnose and quickly resolve a wide range of Windows applications and networking problems to help minimize downtime
• Troubleshooting network connectivity in a LAN/WAN environment
• Requesting and coordinating vendor support
• When the restoration is beyond the scope of the Desktop Support Engineer, the Senior Desktop Support Engineer will escalate the issue/problem to proper tier 3 support team member
• Develop trends by monitoring and analysing incoming calls, problems and support requests

**Desktop Support**

- Install, upgrade, support and troubleshoot XP, Windows 7 and Microsoft Office and any other authorised desktop applications
- Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorised peripheral equipment
- Performs general preventative maintenance tasks on computers, laptops, printers and any other authorised peripheral equipment
- Performs remedial repairs on computers, laptops, printers and any other authorised peripheral equipment
- Customize desktop hardware to meet user specifications and site standards
- Performs work in compliance within specified warranty requirements
- Returns defective equipment/parts to maintenance inventory, documents customer repairs, maintains and restocks assigned parts inventory to insure proper spare parts levels
- Safely package equipment for branches and arrange for the transport of the equipment
- Responsible for monitoring, operating, managing, troubleshooting and restoring to service any terminal service client, personal computers (PC) or notebooks that has authorized access to the network
- When the restoration is beyond the scope of the computers, laptops, printers and any other authorised peripheral equipment the Desktop Support Engineers will escalate the issue/problem to proper tier 3 support team member
- Develop trends by monitoring and analysing incoming calls, problems and support requests

**Operational**

- Dealing with hardware and application support queries and issues reported to the support desk and escalated to the Desktop Support Engineers
- Provide user data and application recovery
- Use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software
- Use tools and methodologies to load, copy and customize operating system configurations for deployment
- Responsible for tracking hardware and software inventory
- Familiarize end users on basic software, hardware and peripheral device operation
- Take ownership and responsibility of queries, issues and problems assigned to the Desktop Support Engineers
- Works with vendor support contacts to resolve technical issues within the desktop environment
- Escalate issues and involve experts wherever required in order to resolve issues as quickly as possible
• Works with other IT team members regarding new branch builds and upgrades
• Dealing with queries by following departmental procedures for fault resolution
• Operates within, enforces, and suggests modifications and additions to desktop standards and guidelines
• Arranges for and/or prepares equipment for shipping/receiving
• Maintains I.T. records and tracking for area of responsibility
• The duties requires that the Senior Desktop Support Engineer correctly records work requests using some applications such as Microsoft CRM or related applications that is approved by Bank Windhoek
• Ensures that supported customer accurately completes the approved work request with the date and time of submission
• Develop sound understanding of IT operations and related applications and IT systems as well as business related processes and procedures
• Develop technical knowledge of each system within company profile and specialised knowledge of certain nominated areas
• Maintain adequate knowledge of operating systems and application software used to provide a high level of support
• Maintains and consistently demonstrates a general knowledge of company guidelines, processes, practices and procedures

CORE COMPETENCIES
• Leading and Supervising
• Applying Expertise and Technology
• Analysing
• Learning & Researching
• Planning & Organising
• Delivering Results and Meeting Customer Expectations
• Achieving Personal Work Goals and Objectives

EXPERIENCE/KNOWLEDGE & SKILLS
• Excellent technical knowledge of pcs and desktop hardware.
• Working technical knowledge of current protocols, operating systems and standards.
• Ability to operate tools, components and peripheral accessories.
• Microsoft Certified Technology Specialist essential
• A+ and N+ experience
• Software and Hardware Troubleshooting
• Routers, switches and firewall experience
• Microsoft Office 2007, Office 2010 support
• TCP/IP
• SQL
• VERITAS Enterprise Backup Software
• PCI-DSS Knowledge
• Working knowledge of SMS, AD, Exchange 2007/2010 and remote control tools
• Knowledge of all software applications used within the organisation
• Professional image and grooming
• Self-confidence and interpersonal skills
• Analytical and problem solving skills
• Good communication (both verbal and written) skills
• Planning and organising skills
• Good administration management skills
• Strong listening skills
• Able to operate effectively in a team environment with both technical and non-technical team members
• Able to operate with minimal supervision
• Able to manage time effectively, set priorities appropriately, schedule calls
• Able to maintain professional demeanour under stress
• Able to operate within customer standard operating procedures

QUALIFICATIONS
• Matric(Grade 12).
• College diploma or university degree in the field of computer science and/or 4 years equivalent work experience.
• Industry certifications, which include A+, N+ and/or MCTS/MCITP.