Job Description:

Field Support Engineer

MSI REPRODUCTIVE CHOICES

General role information	
Job Title:	Field Support Engineer
Reporting to:	Senior Systems Analyst
Salary Band:	14
Notice period:	1 Month
Budget Responsibility?	No
Contract type?	**Permanent**
Direct Reports?	No
Client facing role?	Yes
Key stakeholders – internal?	?
Key stakeholders – external?	?

About MSI Reproductive Choices

Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK (MSI UK) we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.

As one of the world's leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.

At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.

MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to
Resourcinguk@MSIChoices.org

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The department / team

The MSI UK IT team provides IT support to MSI Reproductive Choices, comprising of 1st line end user triage and support, managing and resolving connectivity and infrastructure incidents, as well as pro-actively ensuring minimal downtime and outages on the entire IT estate.

Despite being a relatively small team, we are agile and can pivot effectively to ensure we are always focused on priorities and provide the best possible support to our user base .

The role

Working as part of the UK IT Support team and reporting to the Technology Solutions Manager , the role will involve both technical support and project work across multiple technical areas. This role will be quite varied, it will predominantly be travelling around the South East of England to our Head office and clinical and treatment sites providing a high level of onsite IT support, with some flexibility of time in office or working from home when not setting up or supporting sites.

We are looking for someone who is a team player, has a positive attitude and loves to learn, develop and grow continuously. You will be part of and collaborate with the wider Global Information Services team as well as work with in-country IT teams.

Opportunities for Development would include:

- Learn and develop in multiple technologies, including methods such as team cross training, learning on the job and training courses.
- Learning best practise processes and procedures.
- Help shape the future of customer service within the GIS team – you'll help define customer service standards for IT support.

Key responsibilities

- Manage and provide a technical support service for site commissioning projects.
- Be responsible for managing their day to day and project workload. Providing clear visibility of site incidents, priorities and schedules to all stakeholders.
- Supporting onsite incidents and requests escalated via the service centre support portal, or face to face across multiple technology areas.
- Develop relationships and work closely with key stakeholders to develop onsite support process and practices.
- Proactively be looking for "problems" to resolve before service is affected.
- Complete proactive reviews on both employee and team IT support documentation. Maintaining, updating and increasing the overall knowledge base content.

- Review operational procedures and policies, considering relevant changes to best practice.
- IT Asset management

Key Skills and Experience

To perform this role, it is __essential__ that you have the following skills:

- Fluent in English, both written and verbal (other languages would be a bonus).
- Can learn new skills quickly and easily.
- Experience working to and achieving targets.
- Demonstrable problem solving and troubleshooting skills.
- Proven experience of providing end user support, including call logging, support progression and incident resolution.
- Experience in using and maintaining knowledge base.
- Microsoft Azure AD, M365, Exchange Online, SharePoint, InTune.
- Demonstrable working knowledge of supporting Microsoft Windows 10 and MS Office applications.

Desirable skills in order to be a strong candidate are the following:

- Citrix applications, Genesys, Freshservice.
- Reasonable networking understanding, Meraki knowledge would be an advantage (but not essential).
- Any infrastructure and Windows server experience.

Formal Education/qualification

- No formal educational requirement, qualification through experience is sufficient for the role.
- ITIL v3/v4 Certification *(ideal but not essential)* .

Desirable:

- MCDST Microsoft certified desktop support technician.
- MCP: Windows 10.
- A Level, BTEC, NVQ in Information Technology.
- Degree of any level or subject
- ECDL European Computer Driving Licence

Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

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For this role, we're looking for an individual who is:

- Pro-choice, support and adhere to MSI vision and goals .
- Dynamic, creative individual with the ability to show initiative.
- Team player, providing support and encouragement .
- Organised and process oriented, with an attention to detail and able to prioritise workload.
- Customer focused, responsive to changing priorities and demands .
- Strong communication skills and a team player.
- Ability to analyse complex problems in a structured manner whilst working under pressure .
- Focused on delivery with a 'can do' approach.
- Demonstrates MSI team member behaviours and professional self-development.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Please read this document in conjunction with t he Person Specification for the role.

Signature

By signing below, you indicate that you have read and agree to this job description.

Full name:	
Signature:	
Date:	