

Job Profile

Job Title	IS 2nd Line Support Partner		
Job Reference No.	HOMEJD137	Date of issue:	Aug 2026

The job in a **nutshell...**

Deliver a brilliant service to our Home Group colleagues, through supporting Microsoft 365 services, managing devices, and helping keep our offices and technology running smoothly. With a customer-first mindset, you'll communicate clearly, support colleagues mostly remotely, and handle incidents swiftly.

Dive into problem-solving, manage office openings and closures. Continuously looking for ways to improve the service we deliver. Building great relationships with colleagues, suppliers and stakeholders to keep Home Group Systems and equipment running without a hitch!

What **success** will look like...

By being an integral part of a dynamic team, you'll ensure our Home Group colleagues receive a brilliant service by managing over 5000 devices and their applications through Microsoft Intune, and working closely with 3rd party providers to keep our Cisco/Meraki based office networks running smoothly, resulting in a well-supported and efficient work environment for all.

Embracing new technology with enthusiasm and a hands-on approach, learning new skills, keeping our team at the forefront of innovation and ensuring we can tackle any tech challenges that come our way.

Maintaining a customer-focused approach with clear, timely communication will ensure stakeholders and suppliers receive a high-quality service. Your remote support using ConnectWise and occasional on-site visits will provide flexibility, mobility and reliability, enhancing overall customer satisfaction and operational efficiency.

By resolving incidents escalated by 1st line, and fulfilling service requests promptly following our processes and policies, you minimise downtime and disruption. You use your knack for quickly building rapport with tailored communication to enhance your effectiveness, ensuring smooth and efficient service delivery, escalating to 3rd Line support when appropriate.

You'll dive deep into investigations, diagnoses, and resolutions of incidents, handling both proactive and reactive problem management. By analysing incident data, you identify underlying problems and develop long-term solutions to prevent recurrence, leading to a more stable and reliable IT environment.

Taking ownership and managing office openings and closures as small projects with efficient coordination ensures smooth transitions with minimal disruption. Your strong customer-focused interpersonal skills facilitate these interactions, resulting in seamless office transitions and satisfied stakeholders.

Taking ownership and managing office openings and closures as small projects with efficient coordination. Representing IS on-site when required, working with colleagues, suppliers and stakeholders to deliver technical solutions and support business activities.

By collaborating with the wider IS team on diverse projects, you gain valuable experience while making impactful contributions to each project, enhancing your skills, and bringing fresh perspectives to the table, driving projects forward and ultimately leading to innovative solutions and a stronger, more cohesive IS team.

Ensuring compliance with ITIL best practices and standards through adherence to service management processes upholds high-quality service delivery. You actively propose improvements for the Continuous Service Improvement (CSI) register and leverage your negotiation skills to drive process enhancements and overall service excellence, fostering a culture of continuous improvement.

Demonstrates a professional approach when supporting Home Group systems and information, following policies, standards and processes, applying security controls appropriately, recognising when issues should be escalated or challenged, and avoiding workarounds that could introduce security, compliance or operational risk

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We are Self Starters • Be a technical specialist • Strive to get it right first time • Be well organised • Be proactive	Technical Support & Expertise • Enhanced knowledge and practical experience of Microsoft technologies, particularly Intune, Microsoft 365 and Entra ID, with confidence supporting user devices, identity and endpoint management. • Experience using IT service management platforms to manage incidents, requests, changes, assets and knowledge

	• Experience of providing technical support and resolving incidents within an ITIL-based service environment. • Experience supporting wired and wireless networks, connectivity services and supporting infrastructure (Cisco Meraki).
Win-Win Mentality • Be positive and solutions-focused. • Take ownership of joint issues and see them through to resolution • Think holistically; who else will this decision impact and what are the benefits for them?	Service Delivery & Collaboration • Experience working within established processes and standards, understanding the importance of delivering solutions that are secure, supportable and aligned with organisational requirements. • Understanding of change control, information security, risk management and compliance requirements within a structured organisation. • Experience of working with 3rd party providers, suppliers and stakeholders, coordinating activities and managing competing priorities, dependencies and timescales.
We have creative spark • Think outside the box on how things can be done more efficiently and effectively • Act on your ideas - make things happen • Take the time to talk about and develop ideas, wisdom of the group can make it even better	Continuous Improvement & Innovation • Experience identifying opportunities to improve services, processes or ways of working. • Experience of PowerShell scripting or automation to improve efficiency and service delivery. • Commitment to ongoing professional development through industry-recognised certifications and continuous learning.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

ITIL Foundation qualification and an awareness of related best-practice frameworks such as Agile and DevOps.

Hold relevant Microsoft (or equivalent) technical certifications.

Experience supporting telephony systems – Teams, EICC, AudioCodes

Experience supporting Neat AV equipment

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We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

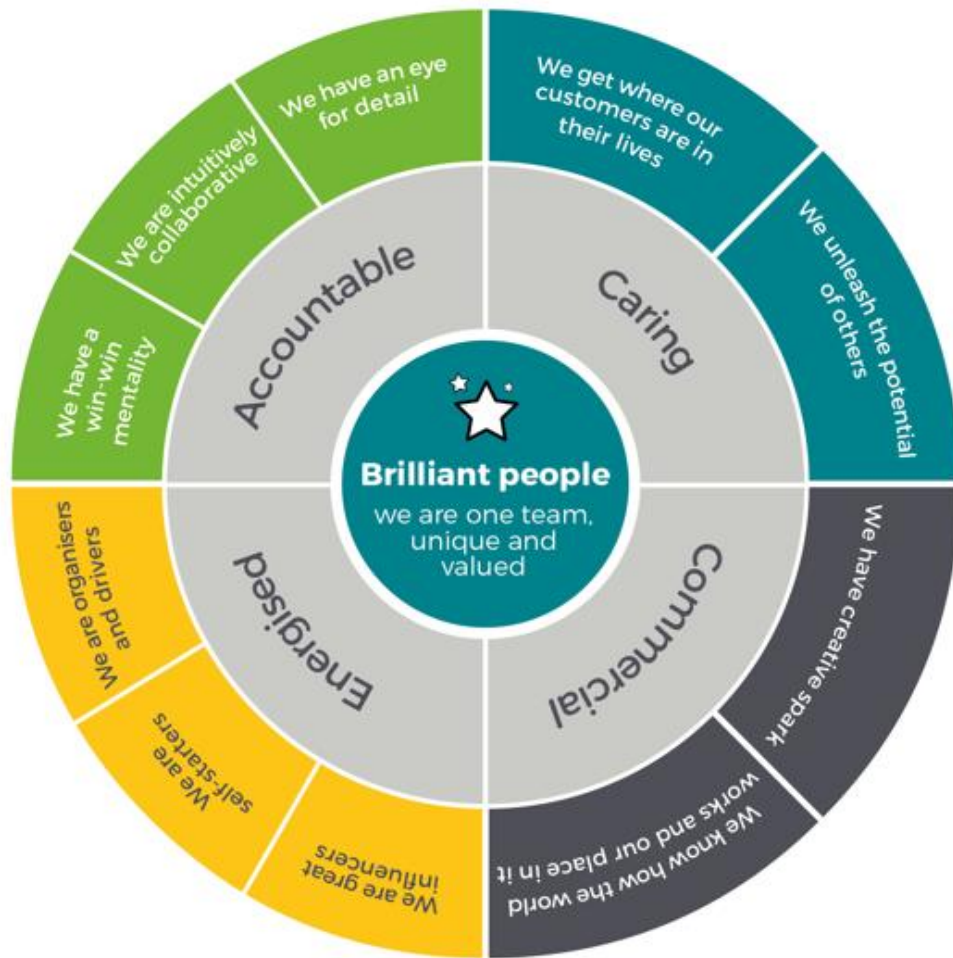
Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No	Budget value up to £	n/a
Manages People	No	# of direct reports circa	n/a
Travel	Occasional	Driving Essential	Yes
DBS	None		



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