# Job Description – Technical Support Lead - FTC

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| Department | Service Management & Operations |
| Grade | 10 |
| Reporting to | Service Support Lead |
| Direct reports (yes or no) | No |
| WTW Code | |
| Work Level | 2 |

## Job purpose

- Provide fixed-term technical support cover during the Technical Support Lead's paternity leave, supporting operational continuity across end user computing, Service Desk escalation, endpoint management and improvement activity.
- Work closely with the Cloud Architect and Infrastructure teams to support the migration of printing solutions to cloud-based services, reducing reliance on on-premises print infrastructure for hybrid-built devices.
- Assist with the transition of hybrid-joined machines to Entra ID-only devices using Autopilot, helping to identify blockers, complete testing and support affected users through change.
- Support laptop configuration, device replacement activity and docking station rollout in the office, ensuring users have reliable and fit-for-purpose equipment.
- Assist with the mitigation of vulnerabilities on end user computing devices identified by Tenable, supporting patching and remediation within defined SLAs.
- Provide hands-on support for varied ad-hoc technical tasks, incident resolution and Service Desk activities where additional capacity or technical depth is required.

## Key accountabilities

- Work with the Cloud & Security teams to support the migration of print services to a cloud-based solution, helping to document current print dependencies, test new configurations and support rollout activity.
- Support the migration of hybrid-joined devices to Entra ID-only using Autopilot, including assessing current blockers, validating build processes and coordinating testing with existing hybrid users.
- Engage with Infrastructure support teams to progress technical dependencies relating to Autopilot, cloud print, device build processes and endpoint configuration.
- Configure, prepare and deploy laptops for joiners, replacements and refresh activity in line with agreed build and asset management processes.
- Assist with office-based hardware activity, including replacement of docking stations, desk-side troubleshooting and ensuring users have appropriate connectivity and peripherals.
- Review vulnerability outputs for end user computing devices, prioritise remediation activity and assist with patch deployment within defined SLAs using approved tooling and processes.
- Investigate and resolve 2nd line incidents and service requests, acting as an escalation point where Service Desk Analysts require additional technical support.
- Maintain clear documentation of testing, configuration changes, known issues and support procedures to support handover and operational resilience.
- Liaise with internal resolver groups, third-party suppliers and wider IT stakeholders to progress technical issues, changes and improvement activity.
- Promote good ITIL practice by ensuring incidents, requests and changes are logged, updated, prioritised and progressed in line with agreed processes.

## Role requirements

- Previous experience in a Service Desk, 2nd line support or end user computing role, ideally within a Microsoft 365 and Windows endpoint environment.
- Hands-on experience with Microsoft Intune, Autopilot, Entra ID-joined or hybrid-joined devices, Windows laptop builds and device lifecycle support.
- Understanding of cloud print concepts, endpoint configuration, device compliance, patching and vulnerability remediation processes.
- Strong troubleshooting and analytical skills, with the ability to investigate blockers, test solutions and clearly document findings.
- Confident working with Infrastructure, Cloud, Information Security, Service Desk colleagues and third-party suppliers to progress technical activity.

## Role requirements

- Customer-focused approach with professional communication skills and the ability to support users both remotely and at desk side.
- Well organised and comfortable working across varied ad-hoc priorities while maintaining attention to detail and agreed service levels.
- Able to work independently while escalating risks, blockers or dependencies promptly where additional support or decisions are required.