

PGL Beyond Job Description



Job Title: Engineer - IT 2nd Line

Reporting to: Manager – IT Service Delivery

Main purpose of the role

To assist its operations across multiple locations including the UK, France, and Australia, PGL Travel Group's IT team ensures stable and secure IT services. They prioritise excellent customer-focused support for over 3000 internal and external users, managing systems and infrastructure from offices in Ross-on-Wye and Blackpool.

As part of PGL Beyond you'll be creating unforgettable learning and adventure experiences that make a real difference to the lives of young people. Our incredible team has always been the secret to our success. Our people are our future and we take great pride in matching your hard work with a promise to look after you and your career.

Responsibilities

Technical Assistance

- Assist internal customers with technical issues and document problems while monitoring systems.
- Conduct thorough issue analysis and troubleshoot to resolve issues where possible.
- Work with 1st Line engineers to resolve issues and document solutions in the knowledge base.
- Escalate issues to 3rd Line engineers and third-party vendors, diagnose root causes, and propose preventive actions. Additionally, provide cover for 1st Line when needed and perform daily system health checks.

Service Requests

- Take ownership of service requests encompassing all technology aspects such as endpoints, identity management, security, servers, printers, networks, telephony, and vendor-specific hardware and software solutions.
- Work with IT team members to maintain company systems including endpoints, security, servers, software systems, and networks.
- Conduct regular system checks, maintain the asset database, and perform hardware checks.
- Assist in liaising with third-party suppliers, provide cover for 1st line support when necessary, and create and maintain service documentation as needed.

Project

- Participate in investigations and evaluations of new technologies, hardware, and systems.
- Assist in managing the implementation and rollout of new technologies, infrastructure improvements, hardware, and systems to end users.

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- Manage smaller IT projects within the IT team.
- Provide training and information to end users on new and existing technologies and enable maximising value from current IT tools.

Excellence

- Ensure excellent customer service for internal customers, including providing appropriate out-of-hours assistance.
- Stay updated on all technologies, policies, rules, and priorities within the organisation.
- Coach 1st Line engineers to enhance their knowledge and skills.
- Continuously review systems and processes to identify and propose improvements and assist with other duties as needed.

Useful Information

Our IT Operations function is transforming to better position us to assist the business as we move into the future. As such, our roles are likely to evolve. Therefore, whilst this job description provides an overview of the main duties, it is not intended to be exhaustive, and it is anticipated that the contents will change over time whilst remaining within the broad remit of the role.

Person Specification

Education, Experience & Achievements	Essential	Desirable
Experience of Citrix or Terminal server environments, Management of Android and iOS mobile devices, Microsoft SQL, Linux, Mac, IIS, Azure, vSphere, Veeam backup; SharePoint; Power Flow, Power Apps.		✓
Experience liaising with 3rd party suppliers and vendors		✓
Security Awareness – Defending against phishing, malware, and data loss; GDPR responsibilities; Keeping devices Secure; Strong passwords, MFA, and identity management; Incident reporting and response; Encryption	✓	
Experience with networks, switches, DHCP, DNS, Wi-Fi, IPv4, routers, firewalls, and telephony	✓	
Previous experience working in a customer service role	✓	

Skills & Knowledge	Essential	Desirable
A good knowledge and background in working with Microsoft technologies; Windows 10, Active Directory/Azure Active Directory, GPO, W/M/O365, O365 Exchange, PowerShell, Microsoft Server, GPO, with some knowledge of Microsoft Endpoint manager (Intune) or SCCM / SCOM	✓	
IT troubleshooting and problem solving	✓	
Excellent verbal and written communication	✓	

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Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Personal Attributes	Essential	Desirable
Delivers an exceptional customer experience	✓	
Works to create & maintain a culture of mutual support	✓	
Develops and maintains effective relationships with others	✓	
Contributes positively to tasks, projects and meetings	✓	
Identifies and seeks to understand customer requirements	✓	
Adopts a positive attitude to change. Recognises that change is necessary	✓	
Actively looks to improve the way we work, promotes a culture of continuous improvement	✓	

Additional requirements	Essential	Desirable
Enhanced DBS check	✓	

Additional information

Environmental & Social Governance (ESG)

You are required to uphold and champion our Better Beyond Adventure Environmental Social Governance strategy whilst assisting our B Corp certification.

This requires personal, departmental and company-wide level participation through ongoing engagement in discussions and decision-making around ESG, upholding company and department ESG goals and targets in your role as an ally.

Our Better Beyond Adventure strategy means we all have a role to play as part of our day job. This varies from team to team and by role. However, as standard it is now a requirement for each role to appreciate how they contribute to delivery of BBA across the three pillars:

- Our places, our planet
- Champions of wellbeing
- Playing our part

And by delivering our BBA goals you will also be assisting our B Corp certification and role modelling our PGL Beyond values.

Equal Opportunities/Safeguarding

We pride ourselves on hiring the best people and recognise the importance and benefits of a diverse team. However, the protection and safeguarding of our colleagues and the young people visiting our centres is our primary concern.

Our Values

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Our company values of teamwork; quality; safety; respect; inclusivity and fun define our beliefs and underpin everything we do. Though simple on the surface, when combined, these values create the exceptional experience that sets PGL apart for both our guests and colleagues.

‘Lend a Hand’

Lend a Hand provides a valuable opportunity to gain insight into the fantastic work that our PGL centre colleagues are doing every day. During our Lend a Hand weeks, members of our Support Centre teams take time out of their normal routine to work on Centre in areas such as Catering and Housekeeping, enabling us to work closely with colleagues we don’t usually work alongside in a job role other than our own, whilst also providing valuable help to our centres at times when they need it the most.

Right to amend

The company reserves the right to amend the job description in consultation with the colleague to reflect changes in the role.

Job description updated on 11/07/2024.