



Job Description

JOB TITLE	Senior Technician Level 2
DEPARTMENT	Configuration, Supply Chain
RESPONSIBLE FOR	No Direct Reports
RESPONSIBLE TO	Configuration Team Leader
CAREER LEVEL	3
KEY DUTIES	<p>A Senior Level 2 Technician is responsible for installing and configuring hardware and software on a high volume of a very varied range of IT hardware for customers on a daily basis. The senior nature of the role denotes the technical skill and maturity required. Experience configuring Networking and other datacentre equipment is essential at this level and experience with imaging devices using methods such as MDT, WDS, SCCM etc. and an understanding of how those methods are employed, would help greatly though training will be given. Showing a high level of understanding of the CDW way and demonstrating its core values will be expected.</p> <ul style="list-style-type: none">• Configure customer devices to their required specifications.• Potential engagement with sales teams and customers• Ownership of some large technical projects• Working on complex networking opportunities• Server OS and Virtualisation• Pre staging of customer data centre equipment• Ownership of some customer documentation• Feedback to vendors on certain matters• Understanding and configuring end user devices• Working closely with configuration consultant technicians• At times working closely with CDW professional services team members• Some training of other level technicians• Creation and application of etching templates• Troubleshoot problems with customer devices, including hardware, software and peripheral equipment to a high level.• Quality checking of relevant orders• Administration of CDW Customer information database• Ensure that customers receive the highest level of customer service.• Communicate issues concerning customer orders to the Help Desk or leadership team.



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	<ul style="list-style-type: none">• Demonstrate increased productivity levels through experience and knowledge• Adhere to safety procedures and guidelines at all times.• Perform any additional duties assigned by the leadership team.• It may be necessary on occasion for this individual to work beyond their regularly scheduled shift• Take some responsibility for the technical development of other level Technicians• Take some responsibility for helping other level technicians work by the CDW way• Overtime is to be expected and in some cases may be required• Demonstrated ability to self-learn• At times complete tasks normally associated with other levels of technician to aid co-worker development and department SLA's• To demonstrate the values as laid out in the CDW way and to keep updated with the CDW way• To always look for improvement ideas to help the productivity and efficiency of the department• Demonstrate the ability to perform eight or more hours of standing, walking, bending, lifting, stooping and carrying products in combination at any given time.• The information in this job description is intended to convey information about the key responsibilities and requirements of the position. It is not an exhaustive list of the skills, efforts, duties, responsibilities or working conditions associated with the opportunity. Responsibilities are subject to change.
KNOWLEDGE AND EXPERIENCE	<ul style="list-style-type: none">• Desired 12 months experience in the L2 Technician role or similar experience• Holding or working towards CCNA or similar networking qualification would be an advantage• Datacentre work experience is an advantage but not essential• Proven analytical skills and the ability to solve problems and feedback to others• Ability to share knowledge with others to aid team development• Demonstrate the ability to handle projects and feedback to other parties on progress, issues, resolutions etc.• Very good organisational skills and ability to keep focus on quality



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	<ul style="list-style-type: none">• Ability to quickly learn about new technologies and keep pace with an ever-changing industry• Ability to show flexibility to help the changing needs of the department• Ability to assemble and disassemble computer equipment, mechanically inclined• Preferred A + Certification or an equivalent combination of education and experience with the ability to demonstrate knowledge• Preferably working towards or holding relevant certifications such as MTA, MCSA, MCSE, Server +, Network +, Security +, CMNA etc....• Show a clear path towards obtaining relevant certifications and learn new technology.• Preferably GCSE in English & Maths• Basic warehousing experience would be an advantage
PERSONAL ATTRIBUTES	<ul style="list-style-type: none">• Self-motivated• Keen eye for detail• Committed to giving an unrivalled customer experience• Honest and hardworking• Open to understanding and working by the CDW way