WebBeds

Position Description L2 / L3 Engineer

Job Tile:	L2 / L3 Engineer
Reporting to:	Group Corporate IT Infrastructure Manager
Department:	IT
Location (primary):	Palma

Job Purpose

The main purpose of the role is to work closely with the Service Delivery and Engineering Team to restore normal IT service operations within agreed service levels and business priorities and minimize the adverse impact on business operations for Webjet Group. To focus on complex incident resolution as well as on resolution for critical applications related problems

Key Responsibilities.

- Ensure that the deployed architecture for infrastructure, servers, PCs and peripherals meets the service level requirements in terms of expected availability, capacity, continuity, security, performance, and reliability.

- To identify recurring problem areas, articulating trends for root cause analysis and providing information to Problem Management. Ensure that assigned problems are defined and analysed in line with the Problem Management Process. Ensure that solutions to problems meet the architectural standards within the technology area and impact to the business is minimised.

- To analyse reported incident and provide solutions to the users enabling them to resume their work with minimum disruption as per agreed SLAs. To complete IT service requests (like new installations, reconfigurations & moves) as per agreed SLA.

- To work towards resolution of incidents across various technologies & platforms.

- To update the status of an incident or service request in Service Now. To make sure that they hold up to date information before acting on any incident or service request to ensure that tool and relevant teams are updated. Ensure escalation and other sectional procedures are maintained, proactively informing management of process or procedural improvements.

- To identify recurring problem areas and to articulate trends for root cause analysis. To liaise with problem management to give a more permanent problem resolution. To proactively identify & highlight issues, to reduce the possibility of system downtime for users.

- Carry out deployment of hardware, network infrastructure and solutions and other requested service as per the procedures and Blueprints provided by Group Solution Architect.

- Maintain the integrity of the configuration items related to the on-site end user devices.

- Ensure escalation and other sectional procedures are maintained, proactively informing management of process or procedural improvements.

- Carry out L2/L3 Support for all Incidents/Problem related to Microsoft modern Workplace.

- Troubleshoot O365 and Mimecast Email related issue.

- Follow change process to ensure the changes/fixes to the infrastructure application or environment are approved and understood by the wider IT Team

Required Experience and Knowledge

Essential	
Qualifications & Knowledge	• Diploma or Degree in engineering, computer science or scientific discipline from a recognized university or college. MCSE/CCNA. • Good working knowledge in Microsoft modern workplace and O365. • Must have good knowledge Azure AD and related technologies. • Good knowledge of network concepts (e.g., TCPIP, Windows/Mac Networking, Wireless, Ethernet) • Specialist technical experience, ideally within IT infrastructure, service, and support management, of which at least 2 years must be in a support role. • 3 to 5 years' experience providing onsite and/or remote technical support to end users in PC and Mac environments. • ITIL Foundation is an advantage. • Azure Fundamentals / Administrator certified.
Experience, Skills and Behavioural Requirements	• Ability to work in a team environment or independently. • Provides resolutions to a variety of technical problems of moderate scope and complexity. • Communicates clearly with technical and non-technical audiences, both verbally and written. • Strong organizational and multi-tasking skills, along with the ability to prioritize tasks among many competing requests. • Professional attitude and demeanour. • Skilled at setting priorities to complete tasks/projects within scheduled timeframes. • Strong analytical skills for effective troubleshooting and problem solving. • Contributes to projects and milestones as per the needs of the business. • Basic understanding of group management/administration tasks

About WebBeds.

Launched in 2013, WebBeds is the world's fastest growing B2B travel intermediary, or 'bedbank', providing accommodation and ground product distribution services to the travel industry. We source content from travel suppliers, aggregate and merchandise that content in the WebBeds platform, then distribute it to our global network of travel trade clients, who sell to the travelling public.

Our clients – online travel agencies, retail travel agents, corporate travel managers, tour operators, wholesalers, tourism boards, super apps, DMC's, group providers, airlines and more – access the company's huge global inventory of more than 368,000 hotels (comprising 30,000+ direct contracts, 70+ integrated third-party providers and 60+ major hotel chains) through market-leading, trade-only booking websites or via simple and seamless API connectivity. In addition to hotel product, clients can also book over 5,500 transfer services in 1,200 destinations along with thousands of guided excursions and tickets for attractions.

Our supplier partners – global hotel chains, independent hotels, apartments, resorts, attractions, transfer and sightseeing companies and more – benefit from our global distribution network of over 44,000 travel companies in more than 145 source markets and are supported by a local dedicated point of contact focused on ensuring we deliver value, choice, expertise and an unrivalled level of service.

WebBeds operates global coverage through four geographic regions – Europe, Asia Pacific, MEA (Middle East and Africa) and Americas - with over 1,400 travel professionals working in 50 offices worldwide. WebBeds also operates specialist brands JacTravel DMC and Umrah Holidays International. JacTravel DMC provides tailormade travel arrangements for offline FIT and groups traveling to the UK, Ireland and key mainland European destinations to the international travel trade. Umrah Holidays International is a genuine pioneer, providing online pilgrimage travel services to travel agencies worldwide.

Find out more about the WebBeds business at www.webbeds.com

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