Role Title	IT Field Delivery Engineer
Function & Dept.	Advanced Field Services Engineering
Career Growth Level	Supporting (G)
CGP Descriptor	These roles have entry level knowledge of practical processes. These are process and administrative roles that carry out work under instruction and supervision
Team	Field
Reports to	Field Delivery Manager
Role Purpose	To attend customer sites to provide support on IT hardware and software products, within the required Service Level Agreement (SLA). To work efficiently and proactively to deliver IT support services to a wide range of customers.

Key Responsibilities

1. Will be required to conduct activities for diagnostics, repair and replace PC's, Laptops, Printers, and retail equipment with associated peripherals. This may also include basic Servers & relevant network activities in line with business requirements.

2. Complete customer rebuilds and configuration to desk

3. Assist other engineers in the delivery of service to our customers.

4. Cover site roles where required due to planned or un-planned absence

5. Achieve the dynamic KPI targets set for your role

6. Communicate with Call Administration teams and the Field Delivery Manager throughout the day to effectively manage all call details real time and gain full understanding of the customer's SLA requirements.

7. Utilise a mobile device to check and update allocated calls in a timely manner to achieve required commit time, and reflect actual work done in real time by way of accurate and quality updates. This will also include the completion of any part movements and RMA generation.

8. Assist other engineers to carry out IMAC projects

9. Embrace and train on any new technologies and maintain the skills and knowledge required to perform the role to the required standard. Will also be expected to work towards a basic knowledge of servers and basic networking equipment.

10. Carry out any other reasonable request from your line management

11. Participate in 24/7 coverage via a rota system (where contractually identified)

12. Work a certain amount of overtime when required to do so.

13. Practice 'Quick Win' processes

14. Be compliant with management system policies, company policies & guidelines and take responsibility for health & safety in the workplace

15. Will maintain company assets to keep them in good working order and good general condition

16. Be familiar with customer policies and processes where applicable

Person Specification

1. Must always be professional and presentable.

2. Must have a full UK driving licence

3. Must have excellent customer facing skills.

4. Must be able to obtain the Government and/or Police Security levels required in order to meet the operational requirements of the role (no caveats) and as per the requirements stipulated in relevant customer contracts

5. Will be required to be self-motivated with good organisational skills and can work unsupervised

6. Must possess or can obtain relevant technical certifications

7. Must possess at least the CompTIA A+ qualification or have the equivalent knowledge / experience

8. Must possess the ability to work at height and undertake varied manual handling activities

9. Will display positive behaviours which support team productivity

Key Competencies		Level
1.	Communication Skills	1
2	IT Infrastructure	1
3.	Planning & Organising	1
4.	Quality Ownership	1
5.	Relationship Building	1

Value Behaviours		Level

1.	Responsibility	
2.	Passion	
3.	Customer First	
4.	Agility	
5.	Family	

Version	Date	Description	Approved by	Date
1.0	November 2023	Original	HR	November 2023
2.0	March 2024	Formatting of cells	HR	March 2024
3.0	June 2024	Creation for job role		