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| **Job Title:** IT Field Delivery Engineer Site | **Job Title of Line Manager:**Operations Team Leader |
| **Department:**SCC UK Services | **Section Name:** Distributed Service |
| **Number of Staff Supervised:** None | **Job Title of Team Members:**N/A |

**Overall Job Purpose:**

Support the client’s estate of computers and peripherals within the client’s environment to ensure the contract SLA is maintained and customer satisfaction is maintained.

**Main Duties of the Job:**

**Skills Knowledge & Experience:**

**Essential – Experienced IT Support engineer with Hardware Break Fix and Software / Operating System – Desk side Support experience.**

* Previous experience in a site-based role with good printer and / or electromechanical experience.

We require good diagnostic and problem-solving skills combined with extensive hardware break fix experience on customer sites, primarily on Intel desktop, laptop and associated peripherals.

In addition familiarity with network operating systems, MS Office and have a good understanding of current Windows operating systems and using remote software would be ideal.

**This is a Grade 3 engineering role so a candidate with a minimum of Three years’ experience is required preferably with manufacturers accreditations from HP / IBM etc.**

Must have a full UK driving licence. Requirements to be physically fit, lift, carry and install IT equipment and peripherals, the role will also involve some IMAC work, software rebuilds, desk moves and telephone patching

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**Skills Knowledge & Experience:**

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We require good diagnostic and problem-solving skills combined with extensive hardware break fix experience, primarily on Intel desktop, laptop and associated peripherals.

* In addition familiarity with network operating systems, MS Office, Windows operating systems, basic knowledge O365, Azure, One Drive, Intune, AD would be ideal.

**This is a Grade 3 engineering role so a candidate with a minimum of three years’ experience is required preferably with manufacturers accreditations from HP / IBM etc, and A+**

Must have a full UK driving licence. Requirements to be physically fit, lift, carry and install IT equipment and peripherals, the role will also involve some IMAC work, software rebuilds, desk moves and telephone patching

* To be based on a customer site – Sheffield CC, working as a site support engineer, configuring applications and hardware on new and existing IT related devices, devices will include Desktops, Laptops, Thin Client, Printers, Servers, switches/routers and various other IT related devices.
* To attend required sites and provide timely, quality solutions to application and hardware problems reported by the customer. This will include reloading operating systems, building images, copying user data and other information, identifying required parts, replacing parts.
* To advise the customer of problems and keep them informed and updated of the planned resolution, escalate the call if necessary
* Proactively manage all calls efficiently.
* Report call information and part requirement accurately to relevant area coordinators.
* Utilise Company Phone 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.
* Acknowledge receipt of calls, manage, update and close calls using the agreed procedures and systems.
* To be able to start and finish work at such time to meet the required contracted Service Level Agreements.
* To perform duties consummate with the responsibly of the role and ad-hoc projects as required from time to time.
* Provide cover and support for other colleagues as and when required to do so
* Manage stock requirements including loan devices using the agreed procedures and systems.
* Provide support to VIP users, with a strict / tight sla
* Maintain Stock levels of Storeroom, carry out stock audits and order replacement stock
* Complete all allocated requests to SLA, maintaining a high customer satisfaction level in the process
* Provide assistance when required to third party IT support contractors when requested
* Carry out any other reasonable request duties from your line management
* Work a certain amount of overtime when required to do so.
* To be approachable and accepting of Training requirements in relation to the role.
* To maintain the skills and knowledge required to perform the role to the required standard
* Must be able to embrace new technologies and adapt to change.

**Key Accountabilities:**

* Complete all allocated calls, maintaining high customer satisfaction.
* Ensure compliance to all company and client procedures and policies
* Provide solutions or advise on technical issues encountered by self and colleagues
* Assist in testing and documenting new solutions for SCC and the customer.

**Other Duties:**

* To maintain personal and professional development to meet the constant changes of the role, participating in appropriate training activities provided by SCC.
* Undertake such reasonable duties, training and/or hours of work as the business requirement dictates and which are consistent with the expected level of responsibility of the role.
* To attend regular team meetings, briefing sessions for staff and staff conference and ensure regular contact is maintained with your line manager and housing officers.
* To attend regular 1 to 1’s and annual Individual Performance Planning meetings with your Manager.
* To promote SCC in a positive and professional manner.
* To ensure all stores, equipment and parts are kept secured and well maintained.
* Carryout any other reasonable duties as directed by your Manager

**Health and Safety Duties**

* Continually identify hazards and risks and ensure adequate safety controls are in place and operating satisfactory.
* To be familiar with the Specialist Computer Holdings and client, Health and Safety policy, ensuring a full understanding of its requirement.

*Employees must be aware that they have a legal duty under the Health and Safety at Work Act 1974 to take all reasonable care for the health, safety and welfare of themselves and of other persons who may be affected by their acts or omissions at work.*

**Communication Duties**

* Communicate on a day-to-day basis with all areas of the area structure and Managers/Team Leaders of external areas such as TST, Co-ordination and Logistics, to facilitate the generation of proactive feedback communication concerning the service provision, environmental changes, repairs and future contractual proposals.
* To communicate and update external and internal customers with issues relating to the maintenance contracts.
* Communicate requests and ideas to improve the contract, call system and practices to the Operations team leader and/or SCH UK Services senior management.
* Timely and responsive communications both internal and external

**Agreed as an accurate Job Description by: - Darren Knight (Operations Manager)**