A black and white logo

Description automatically generated with low confidence

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| Role Title | Configuration Engineer Level 2 |
| Function & Dept. | Configuration Centre |
| 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 | N/A |
| Reports to | Configuration Supervisor |
| Role Purpose | To ensure that the configuration orders are processed according to the agreed industrial standards and in accordance with the customers instructions. |
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| Key Responsibilities | |
| 1. Aligned to all Configuration service production areas and break/fix imaging services.  2. To test and configure a variety of products, to the customer’s specific requirements when expressed, within the agreed group timescales.  3. To test and configure a variety of products to the manufacturers written instructions, ensuring satisfactory operation.  4. Assisting others pro-actively or upon request to ensure service levels and efficiency is maintained.  5. To escalate to Supervisor/Management any non-conformances within the agreed timescales.  6. To capture all required build data and status updates, onto the relevant business system that supports that service.  7. To undertake Health and Safety activities commensurate with post and or SCC Group Health and Safety Policy.  8. To Maintain working area and ensure that all company property is handled with care.  9. Ability to handle equipment of varying weights and sizes, in line with manual handling guidelines and training provided.  10. Working to Key Performance Indicator’s (KPI’s) varying dependant on configuration, order type and weight of items.  11. To assist the Configuration Manager in the daily running of the Commissioning Complex, through the above and any other duties as necessary.  12. To adhere to the Configuration Centres ISO accreditations standards that supports this job role function.  13. Responsible to Quality Assure (QA) own work.  14. Trained to the relevant level to support the configuration of server technology. | |
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| Person Specification | |
| 1. BTEC/NVQ in PC/Information Technology or equivalent qualification.  2. CompTIA A+ or demonstratable ability / experience in handling IT equipment in a similar role / capacity.  3. Strong analytical and problem-solving skills with attention to detail.  4. Strong organizational skills and ability to manage multiple priorities in a fast-paced environment.  5. Demonstrated ability to work effectively in a team environment.  6. Ability to adapt to changing technologies and learn new systems quickly.  7. Experience with server upgrades/configuration.  8. Ability to follow documented procedures with precision and process in a timely manner.  9. 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. | |

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| Key  Competencies |  | Level |
| 1. | Continuous Improvement | Level 1 |
| 2 | Planning & Organising | Level 1 |
| 3. | Quality Ownership | Level 1 |
| 4. | Relationship Building | Level 1 |
| 5. | Communication Skills | Level 1 |
| 6. | System Installation and Removal | Level 1 |

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| Value Behaviours |  | Level |
| 1. | Responsibility | N/A |
| 2. | Passion | N/A |
| 3. | Customer First | N/A |
| 4. | Agility | N/A |
| 5. | Family | N/A |

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| 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 | August 2024 | Updated | HR | August 2024 |