



ROLE PROFILE

Role Profile			
Job Title	IT Field Engineer		
Section	East	Team	Field Engineering Team
Reports to (Job Title)	Field Engineering Team Leader	Competency Job Type (Office Use)	Customer-Facing Role
Suitable for Job Share (Y/N)	No	If No state reason	Continuity of service is critical
Location	Delt Shared Services Ltd, offices based in Exeter	Shift Pattern	07:00 am -19:00 Monday – Friday depending on scheduled work rota.
DBS check required	Yes	On Call	Yes

Job Purpose	<p>Undertake the day-to-day technical support for Delt Shared Services. Deliver technical resolution for Delt Shared Services to ensure customer Service Level Agreements are met and that security and compliance guidelines are followed.</p> <p>Ensure desktop services are maintained for all Delt's customers.</p> <p>To provide exceptional customer service to maximise the satisfaction of the service users.</p> <p>Commission, test, deliver and install new IT equipment throughout the supported estate including relocating existing equipment and/or data where identified.</p> <p>Co-ordinate work with system suppliers as required to ensure the smooth running of customers systems.</p> <p>Analyse, identify and resolve problems associated with all IT hardware/software, networks and connections.</p> <p>Carry out day-to-day investigation and resolution of technical incidents.</p> <p>Provide specialist technical advice regarding Incident Management and Request Fulfilment in a complex and diverse multi-site organisation, with various client requirements from both public and private sector customers.</p>
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Competencies and Output	<p>To decide on the best course of action to resolve IT Support Incidents.</p> <p>To create, use and review standard IT procedures, recommending improvements as technologies and processes change in line with best practice and compliance standards.</p>
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	<p>Respond to incoming transactions from telephone calls, email, IM and other methods to resolve service issues and deliver service requests to the agreed standard.</p> <p>Provide advice on which solution is the most appropriate, recommending a course of action, ensuring that recommendations are consistent, supportable and that documented standards are achieved.</p>
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<p>Accountabilities</p>	<p>Deliver the IT Support and Request Fulfilment Service in the most effective and efficient way and in accordance with IT strategy, technology architecture, best practice and industry standards.</p> <p>Work to corporate processes, procedures and develop and maintain the knowledge base for the Service.</p> <p>Work with colleagues and customers to ensure compliant services are delivered.</p> <p>Carry out installations, fixes and decommission activities in line with agreed procedures and DSE requirements.</p> <p>Participate in relevant internal and external working groups/projects to provide information/analyst advice and support and to maintain data collection systems for its effective use by the team.</p> <p>Responsible for updating the CMDB (Configuration Management Database) with all hardware and software changes to maximise accuracy of records.</p> <p>Follow policies, plans and strategies relating to ITIL Incident, Problem and Change Management.</p> <p>Follow policies relating to project and programme governance, including resourcing and time recording.</p> <p>To have an understanding of core IT technologies.</p> <p>To prepare, monitor and report on IT statistical information, embedding the Service management culture.</p> <p>Work to reduce risk of service failure.</p> <p>Develop and maintain professional networks to benefit the Organisation.</p> <p>To provide technical advice to Delt's customers to maximise their understanding.</p> <p>Liaise with customers to ensure system maintenance will be prioritised to have the least impact.</p> <p>Review and update procedures when necessary and keep technical documentation accurate and current.</p> <p>Work to agreed Service Level Agreements and meet or exceed Key Performance Indicators.</p> <p>To keep abreast of new technology trends and developing solutions in the server and storage arena.</p> <p>Undertake other reasonable duties as requested by organisation managers.</p>
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Experience, Knowledge and Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • 5 GCSEs to include English and Math's, or relevant work experience. • Relevant IT qualification for example MCP, SDI, CompTIA, CCNA or a commitment to study. • Demonstrable experience of working in a professional environment within at least 2 of the following: <ul style="list-style-type: none"> ○ Incident Management ○ Request Fulfilment ○ Problem Management ○ Configuration Management • Experience of working autonomously and as part of a team. • Experience of working in a customer focused IT environment. • Proficient user in a range of Microsoft packages. • A willingness to undertake appropriate and regular training as required. • Commitment to personal and professional development. • Knowledge and experience of working in a 1st & 2nd Line support IT Support role. • A full UK driving license <p>Desirable</p> <ul style="list-style-type: none"> • ITIL foundation • Knowledge & experience of working within a 3rd Line support role • Working knowledge of Office365, Intune & Cloud Storage • Access to own vehicle
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Skills and Technical Competencies	<ul style="list-style-type: none"> • Interpersonal and communication skills for working with a range of colleagues, stakeholders and partners. • Analytical skills and a creative approach to problem solving. • The ability to show initiative when dealing with issues and to take steps to ensure the issue is resolved in a timely manner. • Ability to apply risk management techniques to IT service management. • Customer care skills are required to deliver an excellent customer focused IT service. • The ability to prioritise work, based on urgency and impact to the end user.
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	<ul style="list-style-type: none">• Keyboard and telephony skills with considerable demand for precision to ensure accurate information is recorded.
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Corporate Standards	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties regarding the Delt equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).</p>
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