



ROLE PROFILE

Role Profile			
Job Title	Onsite Service Delivery Engineer		
Section	Modern Workplace	Department	Infrastructure & Operations
Reports to	Head of Modern Workplace		
Location	Aperture House Exeter - Monday to Friday 8am to 4pm although there requires some flexibility as appropriate.		

Job Purpose	<p>The Onsite Service Delivery Engineer is vital for maintaining smooth onsite IT and audio-visual experiences within our organisation, supporting NHS Devon ICB,</p> <p>They will prioritise delivering outstanding customer service in their service delivery capacity. This position requires a combination of technical expertise, effective communication abilities, and a strong focus on customer satisfaction.</p>
Key Competencies and Output	<p>Demonstrates outstanding technical service to both internal and external parties, ensuring the smooth functioning of IT and AV equipment during general meetings, live events, and, if required, supporting our partner Nub Sound with live board meetings.</p> <p>Liaison with Delt 1st, 2nd, 3rd line Teams and partners: quickly understanding and assessing technical problems and issues, providing relevant updates to higher-level support teams for resolution.</p> <p>Collaborates effectively with other support teams to ensure a coordinated approach to problem-solving.</p> <p>Engages with individuals across all organisational levels, from senior leadership to administrative staff, with professionalism and respect.</p> <p>Identifies and engages with the Lead NHS Service Delivery Manager as needed if there are any impacts on customer service.</p> <p>Translates complex technical instructions into clear and understandable language for users at all levels of technical proficiency.</p> <p>Assists users in navigating the Microsoft Teams environment and using Microsoft Teams room devices with ease.</p> <p>Resolves basic IT problems such as connectivity issues, password resets, and configuration adjustments for multiple screens.</p> <p>Utilises strong problem-solving skills to troubleshoot and resolve issues efficiently, minimising downtime for users.</p> <p>Utilises technical skills to undertake Personal Computer refreshes.</p> <p>Demonstrates a strong aptitude for technology, quickly grasping new concepts and instructions to implement them effectively.</p> <p>Stays updated on technological advancements and best practices in AV support to enhance service delivery and documentation of KBs and knowledge article.</p> <p>Works both independently and collaboratively as part of a team, contributing to a positive and supportive work environment.</p> <p>Demonstrate flexibility in working hours, including occasional evenings or weekends, to support events or address emergencies as needed.</p>

	<p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed</p>
<p>Experience, Knowledge, Skills and Qualifications</p>	<p>Demonstrable experience building and maintaining positive, meaningful relationships with C-Suite</p> <p>Minimum 5 years proven experience in an IT technical support role, preferably with AV support or related field.</p> <p>Experience working in an IT support role within the NHS</p> <p>Relevant IT qualifications for example MCP, SDI, CompTIA, CCNA</p> <p>Strong working knowledge of the Microsoft Teams environment and experience with Microsoft Teams room devices. Ideally has experience of working with Yamaha Teams environments as well.</p> <p>Excellent communication skills, both verbal and written, with the ability to convey technical information clearly and effectively within an ITSM toolset.</p> <p>Demonstrated ability to work independently with minimal supervision while also thriving in a team-oriented environment aware of SLAs.</p> <p>Must have UK driving license.</p>
<p>Corporate Standards</p>	<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 with regard to 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>