**Job Description**

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| **Job Title:** | Senior I.T Field Engineer  |
| **Reporting to:** | Service Delivery Manager |
| **Direct Reports:** | None |
| **Disclosure Level:** | Enhanced |
| **Salary:** | £30k-£34k depending on skills (negotiable) Inc. Car |
| **Working Pattern:** | Monday – Friday 08.30am- 5.30pm |
| **Location:** | Worcestershire, Herefordshire & Midlands |
| **Revision Date:** | 01.06.2018 |

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| **Purpose of Job**Delivery of on site and remote I.T services, support and projects to D&D customers.  |

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| **Key Duties and Responsibilities*** 2nd and 3rd line technical support for D&D customers
* Working at a senior technical level with the ability to manage complex customer environments
* Advising on the technical design of customer solutions
* Working with the Project Management Team to lead on project delivery
* Mentoring other engineers and staff
* Knowledge transfer to other staff
* Creation and improvement of company processes
* Covering the ICT Service Desk as required
* Diagnosing and resolving complex technical issues remotely and on site
* Completion of scheduled customer site visits
* Completion of detailed and accurate Engineer Service Reports for each site visit and submission in accordance with company procedures.
* Offering proactive end user service in order to minimise downtime
* Setting up and configuring of new laptops, desktops, MAC’s and other client devices including tablets and smart phones.
* Installation and device support for hardware such as scanners, printers, projectors, Interactive whiteboards and Interactive TV’s.
* Support and on-going maintenance of physical and virtual server environments
* Support and on-going maintenance of customer e-mail environments including Exchange and 365
* Server and client software installation and upgrades
* Managing the automated deployment of software
* User and mailbox administration tasks
* Active Directory troubleshooting and administration including group policy management, DNS and DHCP
* Facilitating repairs of faulty hardware including liaising with suppliers/ engineers and initiating short term solutions where required
* Installation, support and maintenance of network hardware equipment.
* Firewall administration and maintenance
* Network port enabling/disabling and patching
* Ensuring security and software patches and upgrades are applied to keep systems up to date
* Ensuring agreed key systems are added to systems monitoring
* Ensuring antivirus installation to all supported devices
* Escalation and management of faults with third parties
* Installation, management and monitoring of customer backup systems and hardware
* Delivery of project tasks within assigned timescales.
* Transition to live for new systems and services including handover to the ICT Service Desk
* Maintenance and production of concise, accurate and up to date technical and transition to service documentation
* Assist with a programme of continual service improvement.
* Ensuring the effective delivery of D&D customer Service Level Agreements
* Ensuring that a high level of customer service and support is provided to all customers
* To respond promptly to any requests for service passed from the ICT Service Desk or management teams.
* To attend training and meetings as required to support the needs of the business.
* To proactively keep own knowledge and skills up to date.
* To ensure that all customer and D&D asset items (hardware, software and other recorded assets) are added into CRM and that asset records are maintained and kept up to date as items are added and removed or changed.
* Ability to travel to D&D customer sites across the country
* Responsibility to maintain the 27001 standard and its constituent records, as well as reporting upon progress and performance to senior management.

**Technical Skill Requirements*** Microsoft Operating Systems including Microsoft Azure
* Microsoft Office 365/Deploy/Manage
* Microsoft Exchange and Exchange online
* Active Directory Installation Configuration and Administration
* Hyper-V and VMWare
* Symantec Backup Exec, Veeam, Backup Assist & any other backup solutions (Inc. robotic libraries and online pooled storage etc.)
* DHCP, DNS, KMS, MDT etc.
* Configure and install various network devices and services (e.g. VLAN, routers, switches, firewalls, load balancers, VPN, QoS)
* Wireless technologies Installation & Management

**Beneficial Abilities / knowledge*** Apple OS X (inc. Mac Server)
* Microsoft SharePoint
* iOS Devices (iPads) & iOS Management (Configurator, VPP, DEP)
* MDM solutions (Manage Engine, Kaspersky, Meraki, Light speed etc.)
* ITIL Foundation
* SQL 2008/2012/2014
* Open source OS X Software management such as Munki, Simian, AutoPKG, Deploy Studio
* Familiar with Schools Information Management Systems (i.e. SIMs)
* Dynamics CRM (used internally)

**Other Requirements** * The ability to quickly learn in order to troubleshoot and resolve technical issues and problems and a flexible approach to changing priorities
* Capable of multi-tasking and dealing with multiple problems simultaneously
* Ability to lead and manage own assigned projects for successful implementation
* Able to complete accurate and comprehensive technical documentation for both clients and the Company
* Logical approach to problem solving and a structured and methodical approach to assigned tasks
* Excellent customer facing and communication skills
* Excellent organisational skills with strong attention to detail
* Self-motivated and proactive in seeking out answers
* Ability to work in a fast-paced environment and able to identify risks when working and recommend mitigation actions
* Ability to proactively develop own skills to support D&D customer technologies
* Able to prioritise own workload effectively and deadline management
* Ability to build and maintain good working relationships with employees, suppliers and clients
* Full UK driving licence
* Enhanced DBS (to be renewed every 3 years)

**Health and Safety*** It is the duty of all employees to ensure that a safe working environment and safe working practices are maintained at all times.

**Policies and Procedures*** All employees, at all times are subject to the Company policies and procedures

**Data Protection*** In line with national legislation, and Company policy, all data will be processed in a fair and lawful way, for the specific registered purpose and not disclosed in any way incompatible with such purpose or to any unauthorised persons or organisations.

**Mandatory Training*** All staff are required to attend any training designated by the Company as mandatory (compulsory) for the position held or to provide evidence of previous, recent equivalent training at a level appropriate to the post held.

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