

Field Engineer



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Responsible to:	Service Desk Manager
Accountable to:	Service Desk Manager
Location:	South Wales / West Country
Hours:	37.5
Pay point and salary:	CHA36 / 37

Overall Aim

To provide remote and on-site ICT support and assistance across the organisation with an emphasis on a specific region.

Description of Role

The role is to provide ICT support across the organisation including; diagnosis and resolution of issues, installation of software and equipment and administration of IT systems.

You will have a good understanding of current ICT hardware and software, have an analytical approach to problem solving and have excellent communication and customer service-skills.

Service Responsibilities

1. Provide remote technical support, fault resolution and guidance on all ICT related matters.
2. Take lead responsibility for IT support matters within a designated region including conducting on-site visits as required.
3. Investigate, diagnose and respond to all requests for assistance or support, ensuring issues are resolved or escalated in a timely manner in accordance with agreed standards and procedures.
4. Install and configure IT hardware and systems as required, including attending remote locations as required.
5. Follow calls through to resolution or escalation providing progress updates to customers and/or suppliers as appropriate in a timely manner.
6. Assist individuals with supporting the development of their digital skills including providing one to one support as identified.
7. Actively undertake actions to safeguard IT services from cyber-security threats and ensure the continuity of IT systems and services.
8. Produce guides, instructions and documentation relating to the use of ICT equipment, systems and software for customer.
9. Always engage and communicate with individuals in a professional, timely and courteous manner.
10. Undertake routine system administration such as the creation / deletion / updating of user accounts / password resets.
11. Assist in the general administration of ICT systems, networks and services.
12. Assist in the production of ICT statistics, reports, checklists and other documentation relating to the ICT service.

13. Ensure IT records are updated, maintained and scheduled routine housekeeping exercises are undertaken including keeping the IT inventory up to date.
14. Be aware of and abide by organisational policies, procedures and relevant legislation.
15. Support the development, plans aims and objectives of the ICT Service.
16. Be polite and respectful of the environment, colleagues and the organisation.
17. Provide cover for other field engineers travelling as required.
18. Maintain a professional approach to work.
19. Take responsibility for your workload, and assist your colleagues as required.
20. Undertake any further training as identified in the Sense review procedures.
21. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures
22. Comply with the provisions of 'The Health and Safety at Work Act 1974' and take reasonable care for the health and safety of yourself and of other people who may be affected by your acts or omissions whilst at work. You are also required to co-operate with Sense to enable them to perform or comply with any statutory provisions. Sense's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
23. Understand, comply with and promote Sense's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all.
24. Maintain the confidentiality about clients, staff and Sense business. Our work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act 2018 at all times

25. This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

Person Specification

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The essential criteria are those things which you must have in order to do the job.

Desirable criteria are those qualities that would be either useful, or an advantage to have and/or are things that you could be trained to do.

Education and Training	
Essential Criteria	Desirable Criteria
5 GCSE grade C including Maths, English and an IT related course.	Microsoft or ITIL qualification
Level 3 qualification in ICT, or equivalent professional qualification (A+, Network+, etc.)	
Achievements and Experience	
Essential Criteria	Desirable Criteria
Experience of supporting users remotely in a multi-site organisation and resolving moderately complex issues.	Experience of providing support in a retail or care related organisation.
Recent experience of working in an ICT support role and using ICT call logging systems	Understanding of basic functions of core business applications (e.g. Accounts, HR, CRM etc.)

Strong experience in installing and supporting typical ICT hardware including PC's, printers, mobiles.	Experience of supporting Azure Active Directory.
Experience of installing, using and supporting Microsoft Office, and Windows based applications including Office 365.	Experience of delivering one to one support and basic training.
Experience of routine ICT administration tasks such as Active Directory account creation, password resets etc.	
Experience of working with and supporting security applications e.g. Anti-Virus, encryption etc.	
Knowledge, Skills and Abilities	
Essential Criteria	Desirable Criteria
Proven analytical, problem solving and troubleshooting skill.	Training, coaching or mentoring skills
Significant technical skills relating to networking including WiFi, and Routing.	Knowledge or experience of supporting MPLS / SD-WAN environments.
Competent in the installation, configuration and troubleshooting of ICT equipment with the ability to diagnose and resolve typical equipment faults.	Knowledge of cyber-security and relevant ICT solutions.
Strong understanding of current Microsoft Windows desktop & server operating systems and Office packages.	Ability to identify opportunities and to research and evaluate their viability in order to achieve desired outcomes

<p>Ability to demonstrate good situational awareness, and effective in determining workload priorities.</p>	<p>Proven ability to demonstrate initiative and creativity to achieve desired outcomes</p>
<p>Excellent customer service and communication skills with the ability to convey technical information to a non-technical audience, both verbally and in writing.</p>	<p>Commitment to continuous professional development.</p>
<p>Excellent organisational skills with the ability to work both independently and within a team.</p>	
<p>Able to drive and have access to a car if / when visiting Sense sites.</p>	
<p>Willingness to work flexibly in approach to work and/or work time requirements</p>	