

3 Job Description for Distributed Grade 4 Engineer



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| Job Title: Distributed Support Engineer Grade 4 | Job Title of Line Manager: Operations Team Leader |
| Department: Managed Services | Section Name: Distributed Services |
| Number of Staff Supervised: None | Job Title of Team Members: N/A |

Overall Job Purpose:

To attend customer sites to provide support on IT hardware and software products, within the required Service Level Agreement (SLA). To Work efficiently and proactively to deliver IT support services to a wide range of customers.

Main Duties of the Job:

Main responsibilities.

- To repair diagnose and replace PC's, Laptops, Printers, Servers, Data Storage, Tape Libraries, Communications Equipment and retail equipment and associated peripherals.
- To perform desk side support to SCC clients as requested
- Complete part movements (RMA generation & physical movement) in a timely and accurate manner, returning items as directed by the Branch within company guidelines.
- Assist other engineers in the delivery of service to our customers.
- Cover site roles where required due to planned or un-planned absence.
- Achieve KPI target of 4 visits / fix's per day.
- Communicate with Call Administration and the Branch throughout the day to effectively manage all call details real time and gain full understanding of the customer's SLA requirements.
- Utilise PDA to check and update allocated calls in a timely manner to achieve required commit time, and reflect actual work done in real time by way of accurate and quality updates.
- Carry out any other reasonable request from your line management.
- Be able to do customer rebuilds and configuration to desk.
- Will carry out AV repairs and Printer repairs.
- Will be able to carry out IMAC projects with little supervision.
- Participate in 24/7 coverage via a rota system – Mandatory.
- Act as mentor to Grades 1 through to 3 Engineers.
- May be expected to train on new technologies such as AV or Cisco.
- May be expected to step in for OTL on occasion and or to project manage.
- Be compliant with management system policies, company policies & guidelines and take responsibility for health & safety in the workplace.
- Must always be professional and presentable.
- Must have full UK driving Licence where required to perform the role.
- Respond to any requests for information from your line management in a timely manner.
- Work a certain amount of overtime when required to do so.
- Be Familiar with customer policies and processes where applicable.
- To be approachable and accepting of Training requirements in relation to the role.
- To maintain the skills and knowledge required to perform the role to the required standard.
- Must be able to embrace new technologies and adapt to change.
- Company assets to be maintained in good working order and good general condition.
- Consistently Adhere to the SCC Engineers quick win processes.

Skills, Clearances, Knowledge and Experience:

- Knowledge of PC, Laptop, Desktop Printer & associated peripherals operation
- Server Support Experience Wintel & UNIX
- Data Storage Hardware Break Fix Experience
- Key Clients specific procedures
- Trained in Desktop/Laptop/Printers and Servers
- Network Support Skills Switches , Routers – Cisco / HP etc
- Sun Server Support / UNIX Skills.
- Excellent knowledge of common software products
- AV support experience
- Excellent customer facing skills.
- BPSS
- SC Clearance (Mandatory) (Engineer MUST Obtain Clearance Before Probation period will be passed).
- NPPV3 (Mandatory) - (Engineer MUST Obtain Clearance Before Probation period is passed).
- Aviation / Airside Clearance (Mandatory) - (Engineer MUST Obtain Clearance Before Probation period is passed).
- SCC Technical Test 85%

Specific details (where applicable):

| Version Control | | |
|-----------------|--------------|---|
| Version Number | Version Date | Comments / Amendments |
| One | 25/11/16 | First Draft RC put together |
| Two | 30/11/16 | Comments added on review |
| Three | 05/03/24 | Additional security clearance levels added in line with core business requirements. |
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Date of Preparation: March 2024

Agreed as an accurate Job Description by (Director)