



Role Title	IT Field Delivery Engineer - Site
Function & Dept.	Advanced Field Services Engineering
Career Growth Level	Supporting (G)
CGP Descriptor	These roles have entry level knowledge of practical processes. These are process and administrative roles that carry out work under instruction and supervision
Team	Field
Reports to	Field Delivery Manager
Role Purpose	To attend customer sites to provide support of IT hardware and software products within the required Service Level Agreement (SLA). Work efficiently and proactively to deliver IT support services to the customer.

Key Responsibilities	
<ol style="list-style-type: none"> 1. Diagnose, repair, and maintain hardware (PC's, laptops, local and network printers and associated peripherals) covering several sites (depending on the customer). This may also include basic Servers, AV, telephony, and relevant network activities in line with customer requirements. 2. Complete operating system / application related incidents to customer/manufacture procedures and specifications where required 3. Complete IMAC projects to customer procedures and specifications where required 4. Communicate with Call Administration and/or Service Delivery Manager and the site throughout the day where required. 5. Complete part movements (RMA generation & physical movement) in a timely manner, returning items as directed. 6. Achieve the KPI targets set for your role 7. Understand and adhere to all local site-specific Fire, Security and Health & Safety regulations. 8. Ensure all incidents dealt with are processed on the appropriate call management (ITSM) tool and within SLA 9. Embrace and train on any new technologies and maintain the skills and knowledge required to perform the role to the required standard 10. Carry out any other reasonable request from your line management 11. Participate in 24/7 coverage via a rota system (where contractually identified) 12. Work a certain amount of overtime when required to do so. 	

13. Practice 'Quick Win' processes
14. Act as a mentor to other engineers when required
15. Be compliant with management system policies, company policies & guidelines and take responsibility for health & safety in the workplace
16. Will maintain company assets to keep them in good working order and good general condition
17. Be familiar with customer policies and processes where applicable
18. Be able to produce and update technical documentation where required

Person Specification

1. Must always be professional and presentable.
2. Must have full UK driving Licence where required to perform the role (customer specific)
3. Must have excellent customer facing skills.
4. Must be able to obtain the Government and/or Police Security levels required in order to meet the operational requirements of the role (no caveats) and as per the requirements stipulated in relevant customer contracts
5. Will be required to be self-motivated with good organisational skills and can work unsupervised
6. Must possess or can obtain relevant technical certifications
7. Must possess at least CompTIA A+ qualification or have the equivalent knowledge / experience, as well as knowledge of Operating System administrative tools and application support and telephony
8. Must possess the ability to work at height and undertake varied manual handling activities
9. Will display positive behaviours which support team productivity

Key Competencies		Level
1.	Communication Skills	1
2	Customer Service Support	1
3.	IT Infrastructure	1
4.	Network Support	1
5.	Planning & Organising	1
6.	Quality Ownership	1
7.	Relationship Building	1

Value Behaviours		Level
1.	Responsibility	
2.	Passion	
3.	Customer First	
4.	Agility	
5.	Family	

Version	Date	Description	Approved by	Date
1.0	November 2023	Original	HR	November 2023
2.0	March 2024	Formatting of cells	HR	March 2024
3.0	June 2024	Creation for job role		