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| Role Title  | EUC Engineer (Request) |
| Function & Dept. | Request Management  |
| 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  | Request Management |
| Reports to | Service Delivery Manager |
| Role Purpose  | The role is to deliver End User Compute IT Services to the end client through the supply of contracted services and to deliver an effective and efficient customer focused service to all of our customer’s IT users, meeting service level agreements and customer expectations. |
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| Key Responsibilities  |
| 1. Action customer requests for the build and configuration of IT assets and coordinate delivery to end user.
2. Responsible for new starter and leavers support cases related to IT assets.
3. Installation, moves and additional services in relation to IT equipment on customer sites.
4. Planning and direction of own activities with minimal management supervision.
5. Contribute to activities of all onsite SCC teams as required.
6. Proactively search for improvements ensuring these are captured & progressed.
7. Adhere, at all times, to company policies and procedures.
8. To ensure safe working environment with regards to local Fire, Security and Health & Safety regulations.
9. Actioning IT hardware and software requests covering desktop moves, additions and changes.
10. Request ownership and management.
11. Ensure all requests are updated within the call management system and in-line with SLA timeframes.
12. Ensure all customer IT assets are processed within SLA and in-line with departmental procedures.
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| Person Specification  |
| 1. Proven ability to provide IT support in a customer facing engineering capacity.2. Understanding of SCCM and remote support skills.3. Experience of installing and removing IT equipment.4. Demonstratable analytical, creative problem solving and planning skills to achieve results.5. A customer-orientated approach with excellent communication and organisational skills.6. Ability to prioritise, plan and meet deadlines.7. Ability to adhere to defined processes.8. Self motivated and a commitment to work to customer orientated deadlines. |

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| Key Competencies |  | Level  |
| 1. | Asset Management  | 1 |
| 2 | Communication Skills  | 1 |
| 3. | Incident Management | 1 |
| 4. | Process Management  | 1 |
| 5. | Relationship Building  | 1 |
| 6. | Quality Ownership | 1 |

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

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| Version  | Date  | Description  | Approved by  | Date  |
| 1.0  | November 2023  | Original  | HR  | November 2023  |
| 2.0 | March 2024 | Formatting of cells  | HR  | March 2024  |