

JOB DESCRIPTION

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|-------------------------|-----------------------------|
| Job title: | ICT Field Services Engineer |
| Department: | ICT |
| Hospice band: | Corporate Band D |
| Reports to: | Head of ICT |
| Responsible for: | - |
| DBS required | Enhanced |

Job purpose

The ICT Field Services Engineer will provide first, second and third line support services to our people as well maintain and improve infrastructure.

The ICT Field Services Engineer will have a background of working within a busy environment, and experience in troubleshooting complex technical issues at in-depth levels. You must have a proven track record of problem-solving from start to finish in addition to being self-motivated and working alone at times.

You will play a key role in delivering the organisation's end user strategy – maintaining fit for purpose technology solutions, deploying hardware and providing first class support.

Provide On-Site Support

As an ICT Field Services Engineer, you will travel to our people traveling cross city to one of our many site locations, either shops, hospices or homes to provide face to face services. This includes end to end management of field service jobs, expediting maintenance and troubleshooting procedures across our network and server provisions, no remote work will be undertaken.

You must travel to all requests by use of our field management system and manage all requests through to resolution to meet the SLA.

This position may require working after hours but will require presence on-site at one of our many locations.

As a professional you will collaborate with other professionals in the organisation to devise suggestions for expediting maintenance and troubleshooting procedures. You will document all relevant departmental and field activities and resolve the complexities.

Operation & Maintenance

This role provides day-to-day support, and you have responsibility for the maintenance, upkeep, and improvement of our hospice and retail shop infrastructure, therefore project work is a must and will be combined in your daily duties.



Kindness



Togetherness



Positivity



Openness



Respect



Innovation

Main duties and responsibilities

- Respond to client and system service requests and troubleshoot and fix technical faults and issues to completion.
- Ensure the IT needs of the client are met in relation to teaching, learning, and administration.
- Handle security and network administration tasks.
- Perform any hardware repair and replacement.
- Ensure equipment is installed and ready for use by end-user.
- Co-ordinate on site cabling and hardware installation duties, working with Core Network to ensure hardware is correctly deployed and connectivity is tested and reachable remotely.
- Survey shop premises for Wi-Fi & 4G coverage and capture other vital information required for the planning of future deployments of associated hardware and cabling for projects.
- Perform 'Pre Cable' and 'Pre deploy' duties in cases where circuits and client sites are yet to be delivered or readied by vendors.
- Troubleshoot/Investigate and rectify circuit connection errors & circuit/hardware down scenarios and working closely with internal teams.
- Perform Hardware upgrades on legacy equipment and re-cable as instructed.
- Keep in line with internal and client agreed SLA's surrounding time taken to deliver each ticket/site deployment dependent on geographical location.

General duties

Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals.

Equality and Diversity

- The hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual



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orientation. The hospice expects all staff to behave in a way that recognises and respects diversity in line with the appropriate standards.

Health and safety

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace.
- All employees must comply with all hospice health and safety procedures infection control.
- The prevention and control of infection is the responsibility of everyone who is employed by the hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Information governance

- All employees are responsible for ensuring they undertake any training relating to information governance, read the hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

Professional development

- All employees must participate in an annual appraisal and develop a personal development plan with their line manager.
- All employees are responsible for maintaining their statutory and mandatory training.

Safeguarding children, young people and vulnerable adults

- The hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are expected to behave in such a way that supports this commitment pandemic or major incident.
- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospice. Prior to undertaking any duties, the member of staff will have full training and induction. We won't ask any member of staff to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs.

PERSON SPECIFICATION

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|----------------------|----------------------------|
| Job title: | ICT Field Support Engineer |
| Department: | ICT Department |
| Hospice band: | Corporate Band D |

| Requirements | Essential | Desirable | How identified |
|-------------------------------------|--|---|--|
| Education and qualifications | <ul style="list-style-type: none"> Degree in a computing related subject or specialist underpinning theoretical knowledge supported by relevant practical experience. | <ul style="list-style-type: none"> Cisco CCNP qualification Security Comptia qualification | A, C |
| Knowledge and experience | <ul style="list-style-type: none"> Experience in 1st, 2nd & 3rd support roles and be self-sufficient in problem solving independently without assistance. Competent with any O/S support and deployment, including Apple Macintosh and Linux. Can administer all Office 365 and 365 admin packages including Intune. Virtualisation Experience in VMWare. Highly skilled in Cisco routing and networking but also knowledge in hardware vendors equipment such as TP-link, Draytek and Sophos to name a few. Experience in Networking, Copper and Fibre Cabling. | <ul style="list-style-type: none"> Worked within a clinical environment. Field Technician service experience. | <p>A, I</p> <p>A, I, T</p> <p>A, I, T</p> <p>A, I, T</p> <p>A, I, T</p> <p>A, I, T</p> |

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|---------------------------------------|--|--|--|
| | <ul style="list-style-type: none"> • Experience in deploying networking hardware. | | A, I, T |
| Personal skills and attributes | <ul style="list-style-type: none"> • An excellent people centric approach & service including strong communication, and relationship-building skills. • Must have a “Can do” attitude. • Able to operate independently to drive projects to completion without supervision while keeping teammates apprised of situations as they arise. • Ability to effectively communicate (verbally and in writing) technical information at an appropriate level, and in a suitable style, having assessed the audience. • Car owner/driver with full UK driving licence | | <p>I</p> <p>I I</p> <p>I, T</p> <p>A, C, I</p> |

A= Application form

I=Interview

T=Test

C=Certificate