

**JOB DESCRIPTION**

<b>Job title:</b>	ICT Field Support Engineer
<b>Department:</b>	ICT
<b>Hospice band:</b>	D
<b>Reports to:</b>	Head of ICT
<b>Responsible for:</b>	-
<b>DBS required</b>	Enhanced

**Job purpose:**

Working with a team of like-minded tech people, the IT Field Support Engineer's responsibilities will encompass working within a team of like-minded tech people.

From managing field service tickets to end-to-end to optimizing network and server maintenance, you'll ensure seamless tech operations. You will track, troubleshoot, and resolve requests while meeting SLAs.

Key to success is a wealth of knowledge spanning various technologies and ability to use these skills to troubleshoot and deliver five-star solutions that keep our people productive in their work.

Customer service is paramount to us, so excellent customer facing skills and the ability to communicate effectively are expected and friendly tech-savviness should truly shine here.

Collaboration is a core aspect of the role and responsibilities, whether this is through working with fellow professionals to refine troubleshooting processes, document key activities, and keep our systems running smoothly, or to provide accurate insights, information and solutions for the benefit of continuous improvement, growth and efficiencies in our service.

A personal growth mindset, with the motivation and persistence to develop over time through our development resources and peer learning, is essential.

This role requires flexibility, in particular, cross-site working at both our hospice locations, and occasional 'out of usual office hours' working and on-site presence at our other, locations.

**Main Duties and Responsibilities**

Specific objectives and deliverables will be agreed as part of performance and development reviews, but the points below summarise the main duties, responsibilities and essential qualities:

**Qualities/experience essential to ensuring seamless operations and performance:**

- Strong customer relationship, communication and customer & delivery skills and focus, meeting and exceeding customer expectations, with the high standards of professionalism.
- Advanced in-depth Windows 11 & Office 365 knowledge. Experienced in supporting Windows networks, including associated cloud services, infrastructure and connectivity, provide technical support to our people.



Kindness



Togetherness



Positivity



Openness



Respect



Innovation

- Management of field service tickets, whilst meeting SLAs, which range from handling basic security and network administration to responding to incidents and service requests and troubleshooting and fixing technical faults and issues.
- Competent in linking issues raised with broad technical knowledge, and in turn efficiently diagnose issues, explain technical details clearly and achieve positive solutions.
- End-to-end to optimizing network and server maintenance, to ensure seamless tech support and operations.
- Committed to teamwork at the highest level, among the first to volunteer to help others succeed and willing to demonstrate and maintain a highly collaborative and supportive approach, to ensure that success is achieved at both a personal and team level.
- Effective management and balancing of varied work tasks, projects and responsibilities.
- Effective collaboration with fellow professionals to refine troubleshooting processes, document key activities, to keep our systems running smoothly and support strategic growth and change requirements.
- Capable of learning and adopting new skills and knowledge, and ability to pick up on technical and business challenges quickly.
- Desire to learn IT Infrastructure Domain knowledge/ Expand on current level of knowledge and expertise.
- Full, valid UK Driving Licence and access to own vehicle for work (business out of pocket expenses will be paid)



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



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### 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**

<b>Job title:</b>	ICT Field Support Engineer
<b>Department:</b>	ICT Department
<b>Hospice band:</b>	F

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>How identified</b>
<b>Education and qualifications</b>	Degree in a computing related subject or specialist underpinning knowledge supported by relevant practical experience.	Cisco CCNP qualification Security Comptia qualification	A,C
<b>Knowledge and experience</b>	<p>Experience in multi support roles, with ability to change hats in any given circumstance.</p> <p>Competent with Windows, Apple and Linux OS &amp; application support.</p> <p>Experience in Office 365, Azure, and Exchange including Intune &amp; Autopilot.</p> <p>Virtualisation Experience, with vendors such as VMware, HyperV or Citrix.</p> <p>Experience in MDM device deployment and management.</p> <p>Understand open source technologies with the ability to deploy, maintain and improve.</p>	Worked within a clinical environment.	I,T

	<p>Skilled in networks. And ability to understand and troubleshoot routing methodologies and failover protocols in complex networks.</p> <p>Ability to diagnose faults and resolve, having a high ability in troubleshooting alone and willingness to resolve any problem no matter how difficult.</p>		
<b>Personal skills and attributes</b>	<p>People centric approach &amp; service Strong communication, and relationship-building skills</p> <p>Able to operate independently or as a team to drive projects to completion without supervision while keeping teammates and management apprised of situations as they arise.</p> <p>Ability to effectively communicate verbally and in writing technical information at an appropriate level, and in a suitable style, having assessed the audience.</p>		I,T

**A= Application form**

**I=Interview**

**T=Test**

**C=Certificate**