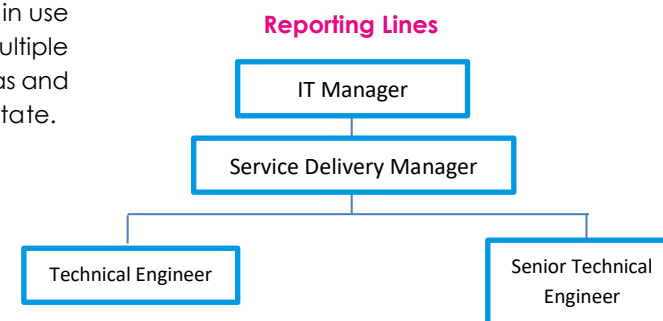


Role Profile – Technical Engineer

Purpose: To provide an effective IT Technical Service on a day to day basis, develop and manage the technology in use to support all IT business systems and applications including communications, network and infrastructure across multiple sites. Offer 1st, 2nd and when applicable 3rd line support, maintain and enhance existing technology and identify areas and solutions for improvement, whilst also offering support for external customers with projects where IT solutions will facilitate.

The post holder will:

- Be responsible as a member of the IT team, for ensuring the implementation on an operational level of any technologies or methodologies required to support the business plan.
- Support and implement 'best practise' with regard to policies , processes and documentation of IT systems.



Key Result Areas

- Support and develop the internal network and infrastructure, providing administration and support
- Configure and install new server technology as required.
- Proactive monitoring of the server hardware estate.
- Support and maintain all communication systems such as email, telephony services and mobile email devices.
- Ensure all documentation is kept up to date.
- Provide effective interface between users and service providers to enable a speedy resolution to technical issues.
- Provide reports and updates to assist the SDM of IT Manager in decision making and policy enforcement
- Technical lead (or technical input as required) into departmental projects.
- To take direction from the SDM and implement on an operational level any technologies or methodologies required to support the business.
- Evaluate, make recommendations on and approve technical architecture proposals presented by technology partners.

Measurement

Delivery of PDR objectives set out by the Service Delivery Manager (SDM).

Skills and Experience

Educated to degree level or equivalent – desirable

Professional IT certification.

A proven track record of implementing and delivering technical services within IT and a business environment showing strong technical resolution skills.

Technical experience in core technologies such as Active Directory, Server 2012 r2 onwards, O365, Vmware Virtualisation, Firewalls, Cloud based solutions.

Excellent Communication skills with a strong customer focus with the ability to empathise and understand.

Ability to 'translate' between business user and technical staff.

Flexible in working approach.

Values

- **Be Caring**
- We know what we do matters
- We're proud and enjoy what we do
- We promote a culture of care, respect, compassion and wellbeing
- We protect the mutual ethos
- **Be Connected**
- We collaborate and share across teams, departments and the business
- We listen to understand each other and our members' needs
- We support one another by having open and honest conversations
- We recognise that we're stronger together
- **Be Brave**
- We embrace change
- We challenge and ask 'why' as well as 'why not'
- We always want to learn
- We are not afraid of trying new concepts and ideas
- **Be Smart**
- We approach problems with a solution mind-set
- We actively seek to improve and be better and we learn from our mistakes
- We spend members money wisely
- We're invested in the future of our business