

Post	Field Engineer Team Leader
Job Purpose	To ensure the effective operation of the ICT infrastructure, communication systems, hardware and software across the Prospects Group. To organise the Field Engineer Team to ensure requests from the business are met in a timely manner
Location	Black Country House
Line Manager	ICT Project Manager
Job Category	Other Workforce: any position that does not involve working/volunteering with Children or Adults
DBS Disclosure	Not required

To comply with and understand Prospects safe guarding policy and procedures and take action as appropriate in relation to children and vulnerable groups regarding matters of safety, protection and wellbeing.

Prospects is committed to promoting equality of opportunity, valuing diversity and eliminating discrimination, as a core value.

Job Description

This is a general description. The emphasis on duties may vary depending on the work location training, experience and support.

- Ensure adherence to the company's equalities and diversity policy.
- Maintain the Prospects Offices Implementation and Change Plan and coordinate the Field Engineer Team to ensure ICT support coverage is available in each office as required.
- Provide regular reports to ICT management on the progress of Prospects Offices Implementations and Changes.
- Work with and coordinate Service Providers to ensure the smooth delivery of office implementations.
- Work to the standard ICT office setup template and ensure the Field Engineering Team apply these templates to all Prospects Offices.
- When required, provide hands on local ICT support fixing all ICT issues in Prospects Offices.

- Travel to different offices across the Prospects Group as and when required to provide ICT assistance and resolve ICT hardware and software issues.
- Work with the ICT management team and other ICT team members to determine how best to deal with ICT issues quickly and efficiently as they are logged through the Service Desk.
- Work with The ICT management team to address assigned calls.
- Work with Service Desk and Desktop Support advising on call progress and where appropriate advise them on how best to address different types of calls.
- Work as part of ICT to support the development and implementation of technical solutions to support the company's expansion and other initiatives.
- Use Support Works to access calls and provide appropriate solutions and update as appropriate.
- Work within the requirements of service level agreements including fix times.
- Liaise with customers about the resolution of the call ensuring they are up to date of progress at all times.
- Perform all duties within the requirements of an SLA/OLA.
- Will be required to participate in the provision of standby and on call service.
- Other duties commensurate with the level and nature of the post.

Technical Specification

- Excellent knowledge of systems, software, technologies, communications and suppliers to support the business needs with particular emphasis on Microsoft based products and Cloud computing.
- Familiarity with Windows desktop OS, Windows Server 2008, Active Directory, MS Exchange 2010, Office 365 and MS Azure platform.
- An understanding of Citrix thin client technology, Secure Gateway, XenApp and Igel hardware.
- General understanding of Wide Area Network technology.

Performance Indicators/Targets

- High Customer satisfaction ratings (Internal and External)
- Perform all duties within the requirements of an SLA/OLA
- Network and IT service reliability and availability is maintained at the highest possible levels.
- Ensure all ICT support requests dealt with are fully documented in the Service Desk system and all documented procedures are correct and up to date. Document new procedures as requested by the ICT management team.
- Departmental Works Activities meet timescale commitments (internal and external).

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- Ensure Annual objectives are set during appraisals and monitor throughout the year.

Personal Specification

- Minimum 2 years' experience as a field engineer resolving issues both with hardware and software.
- Experience of organising a team of people to ensure business SLA's are met.
- Experience of Service Desk or customer service/support environment.
- Strong Communications skills – able to effectively communicate on a technical and personal level with all areas of the business.
- Excellent time management skills.
- Able to organise and manage own workload and take a pro-active approach to Divisional and Group operational ICT issues.
- Ability to plan, meet deadlines and work under pressure.
- Ability to prioritise responsibilities, work independently and work within a wider team.
- Flexible but methodical approach to problems to provide solutions and recommendations to the business.
- Process oriented.
- Innovative thinker – able to turn customer requirements into workable solutions and brief other team members.
- Experience of working in a secure environment to ISO 27001. Knowledge of working to Government security practices is desirable.
- Excellent problem solving skills.
- Must have own car and be available to travel to remote offices as and when required by the business.
- Understanding of and commitment to the company's equal opportunities commitments.