

JOB

DESCRIPTION

JOB TITLE

Job Title:	IT Project Delivery Engineer
Department:	Information Technology
Reporting to:	IT Operations Manager
Responsible for (staff):	N/A
Location:	Redditch
General Purpose of Role:	The IT Team are the central point of contact for all matters relating to IT. The role of the IT Project Delivery Engineer (ITPDE) is to deliver IT projects to the business in line with strategy, specification, timelines and budget. ITPDE acts as the central point of contact for IT projects within the business. ITPDE is the technical lead on IT projects. The ITPDE is also required to provide 2 nd and 3 rd IT support to all staff, both remote and office based.

ACCOUNTABILITIES

The IT Team work in a dynamic, fast-paced environment which provides services over the phone, through e-mail, phone, and in person (for walk-in customers). Improving the user experience is at the core of the IT Project Delivery Engineer role and as a result the tasks and projects involved can be varied, providing some great opportunities to learn and develop. The main duties of the role are:

- Lead on the rollout of all End User Computing Devices within the business. Laptops, Desktops and mobile devices
- Configuration, maintenance and ongoing support of the business's Mobile Device Management solutions. Currently, IBM MaaS360 and Microsoft Intune
- The lead IT Technical contact for matters relating to IT Project Delivery
- Maintaining clear and effective communication with all customers of the IT Team
- Championing IT projects through all aspect of delivery, be it training, phone calls, virtual meetings and face-to-face meetings.
- Plan, perform and test upgrades of system software, user software and device firmware
- Management of customer expectations. Ensuring services are delivered to agreed timescales and budgets.
- Maintain a first-class level of customer service ensuring that all customers are treated efficiently and courteously
- Provide 2nd and 3rd line IT support to all customers whether this be onsite or remote support relating to Projects under position holders care
- Diagnose technical faults and identify, fix and test appropriate resolution relating to Projects under position holders care

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- Actively develop and maintain documentation of all IT systems and process
- Exhibit a flexible approach to working and provide necessary cover where needed
- Attend training as agreed for appropriate development and to keep up to date with internal systems and processes
- Monitor and respond to incoming IT support requests from users via the support request ticketing system relating to Projects under position holders care
- Act as a highly motivated team player with the skills and ability to manage changing priorities
- Support the Senior Management Team in the identification of areas for improvement
- Assist with the preparation of performance reports relating to Projects under position holders care as required
- Work within the relevant legislation, policies and procedures
- Undertake other duties not specifically stated here which from time to time may be necessary without altering the nature or level of responsibility of the post

KNOWLEDGE AND SKILLS

Specific Qualifications:

Knowledge & Experience

- Rollout of Windows Desktop operating systems (Windows 7 to 10)
- Good working knowledge of Microsoft InTune
- Rollout of Mobile Devices organisation wide utilising Mobile Device Management (MDM)
- Experience of supporting the following systems and services from real-world deployments:
 - Microsoft Windows desktop operating systems
 - Microsoft Windows Server operating systems
 - Microsoft Active Directory
 - Microsoft Exchange Server
 - Office 365, including all key elements of the platform (Exchange Online, Teams, SharePoint)
 - File and Print Services
 - VOIP Telephony (Mitel, Avaya)
 - Mobile technology (Android mobile phones and tablets)
 - Wireless networks
- Experience in configuring network devices such as switches, routers and firewalls
- Good working knowledge of email archiving solutions. For example, Mimecast
- Good understanding of IT security solutions such as, Data Loss Prevention and Advanced Threat Protection.

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- Exposure to Microsoft Azure / AWS
- Extensive knowledge in the application and maintenance of Virtual Infrastructure technology. Specifically, Microsoft Hyper-V and VMWare installation, configuration and maintenance.
- Microsoft Sharepoint
- Microsoft SQL server
- Detailed understanding of IP networks
- At least 3 years' experience in 2nd and 3rd line support both onsite and remotely
- Experience of field working - i.e. overnight stays; visiting remote sites

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS

The post holder must be able to work flexibly, as determined by business requirements, including weekend working on a rota basis or other arrangement. The role will involve the post holder to be on an on-call rota and provide out of hours cover as required. The post holder will need to hold a full, clean driving licence, and have access to their own transport.