

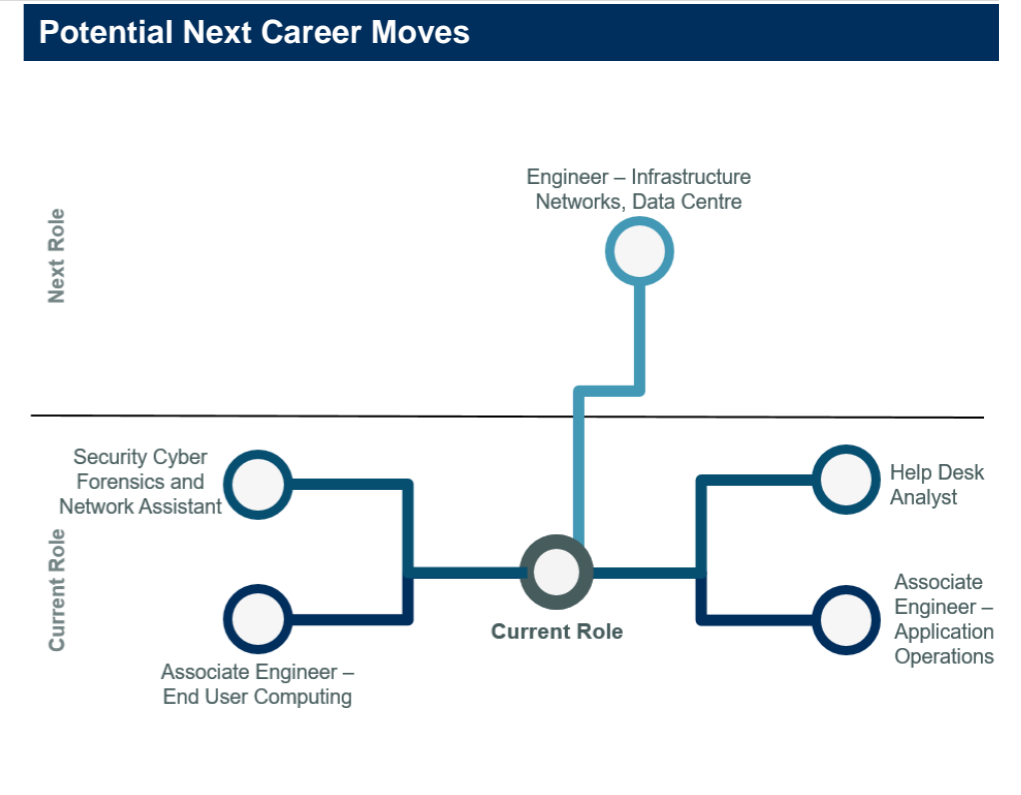


<b>Role Title</b>	<b>Associate Engineer – Infrastructure Operations</b>		
<b>Job Family</b>	<b>Digital, Data and Technology</b>	<b>Sub Category</b>	<b>IT Operations</b>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>Working Together</li> </ul>	<ul style="list-style-type: none"> <li>Managing a Quality Service</li> </ul>	<ul style="list-style-type: none"> <li>Delivering at Pace</li> </ul>
<b>Purpose</b>	Work as a member of a team to deliver services to meet the customers' requirements.		

<b>Key Accountabilities</b>	
<ul style="list-style-type: none"> <li>Install and configure hardware and software according to specification;</li> <li>Carry out agreed routine operational procedures to maintain systems and resolve problems;</li> <li>Identify and register incidents, taking ownership to resolve technical problems proactively to meet business requirements, or find a new owner;</li> <li>Respond to requests in a timely manner to assist with investigation into incidents and problems raised via the Service Desk, update tickets with accurate information and keep the customer informed;</li> </ul>	<ul style="list-style-type: none"> <li>Maintain secure configuration and accurate information, controlling IT assets in one or more significant areas, and verify location and state of assets;</li> <li>Maintain own professional development and expertise in the latest technologies and best practice to support and grow the business</li> </ul>

<b>Authority and Scope</b>
<ul style="list-style-type: none"> <li>Work under direction of engineers in an established team and support engineers in their daily work;</li> <li>Follow knowledge base articles, guidance and processes to ensure delivery to SLAs;</li> <li>Take responsibility for own actions and decisions</li> </ul>

<b>Internal and External Communications</b>
<ul style="list-style-type: none"> <li>Engage with users or stakeholders to gather evidence relating to incidents or problems;</li> <li>Share information with colleagues, Service Desk and other IT Operations teams to resolve problems and keep users/stakeholders informed of progress;</li> <li>Liaise with external suppliers and contractors on day to day operational matters</li> </ul>



<b>Skills</b>
<ul style="list-style-type: none"> <li>Programming and build;</li> <li>Asset and configuration management;</li> <li>Systems operations;</li> <li>Incident management;</li> <li>Service reporting;</li> <li>Problem solving;</li> <li>Analyse, interrogate and evaluate data;</li> <li>User focus;</li> <li>DDaT Role: Associate Engineer – Infrastructure</li> </ul>

<b>Qualifications, Knowledge and Experience</b>
<b>Essential</b>
<ul style="list-style-type: none"> <li>NVQ Level 3 qualification;</li> <li>Relevant experience, e.g. as Helpdesk Analyst or completed IT apprenticeship;</li> <li>Strong technical understanding of hardware, software and/or networking systems being supported, and associated Security Procedures;</li> <li>Knowledge of the ITIL environment</li> </ul>

<b>Desirable</b>
<ul style="list-style-type: none"> <li>Experience of working within an ITIL environment;</li> <li>Studying for ITIL Foundation certificate ;</li> <li>Studying for relevant product/role-based certifications;</li> <li>Experience of creating Operational Process documentation for use across the business;</li> <li>Working knowledge of relevant build and delivery processes, methodologies and tools;</li> <li>Knowledge of relevant components, devices and protocols</li> </ul>