|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A | **Post Details** | | | | | | | | | | | | | | | | |
|  | Job Title: | | Roaming Engineer | | | | Function: | | | IT Department | | | | | | | |
|  | Location: | | 4 More London | | | | Unique Post Number: | | |  | | | | | | | |
|  | Reports To: | | IT Service Team Leader | | | | Grade: | | | MG1 | | | | | | | |
| B | **Purpose of the Job** | | | | | | | | | | | | | | | | |
|  | Southeastern operate services to and from some very high-profile stations. The Roaming Engineer role plays an essential part in ensuring the IT Team help Southeastern operate as effectively as possible in providing these services to its stakeholders.  To resolve 2nd and 3rd line IT Service Desk support incidents efficiently and effectively for remote locations, whilst managing colleague relations and expectations with great diplomacy.  A key area is to ensure that the IT support function is highly perceived across the company by:-   * Providing high levels of customer service support * Ensuring clear communication is maintained with colleagues and 3rd party suppliers at all times * Obtain a clear understanding of the business and personal impact of incidents to enable effective prioritisation of the ticket * Managing the expectations of the affected colleague(s) * Resolving incidents as quickly as possible * Working with, and/or escalating incidents to 3rd line support where necessary, to ensure a timely and effective incident or request resolution   Participate in the Problem management process to eliminate or mitigate against root causes of re-occurring incidents for remote locations, in conjunction with the 2nd and 3rd line support teams.  Involvement in infrastructure projects relating to Server and Back office Infrastructure items. Supporting all sites on the WAN including stations and depots with any Hardware or Network faults.  Support the IT teams and the wider business in the delivery of Southeastern’s projects and obligations. | | | | | | | | | | | | | | | | |
| C | **Principal Accountabilities** | | | | | | | | | | | | | | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10  C11  C12  C13  C14  C15  C16  C17  C18 | Travel to and/or connect to locations on the Southeastern network to ensure that Service Desk calls are actioned within timescales set, and that all incidents, problems and requests are logged and updated in the Service Desk Management System correctly with the correct priorities, categories and full details.  Manage assigned incident, request and problem tickets within the Service Desk Management System to ensure resolution in a timely manner.  Maintain the asset register for new, replaced and retired kit  Perform, when necessary, any system upgrades in conjunction with, and as defined with and by other IT teams and management.  Lead the implementation of service changes (enhancements and upgrades) in line with IT infrastructure plans.  Contribute to the management of network and capacity by appropriately escalating problems and risks to the IT management as appropriate  Create and maintain site specific documentation  Take every opportunity to review and improve the services offered by IT.  Work with the IT management to develop or deliver solutions to address weaknesses within the existing environment (hardware and software).  Support the testing and implementation of new and/or enhanced systems.  Support the 2nd line and 1st line teams with your insight, experience and technical knowledge.  Support the installation and maintenance where required of both the Capita managed printers and Southeastern owned printers when required.  Support the 3rd Line Team when required to maintain server and network equipment at remote sites.  Ensure that the formal change and release management processes are strictly adhered to  Participate in the Out of Hours incident response on-call roster  Inform and update IT management of your daily and weekly whereabouts  Undertake any other activity that is commensurate with the role, as requested IT management  Comply with Southeastern’s Safety, Drug and Alcohol policies. | | | | | | | | | | | | | | | | |
| D | **Safety Responsibilities** | | | | | | | | | | | | | | | | |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | | | | | | | | | | | Yes |  | | No | | **🗸** |
| D2 | This is a KEY SAFETY POST | | | | | | | | | | | Yes |  | | No | | **🗸** |
| D3 | This post requires SECURITY CLEARANCE | | | | | | | | | | | Yes |  | | No | | **🗸** |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | | | | | | | | | | | Yes | **🗸** | | No | |  |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below) | | | | | | | | | | | Yes |  | | No | | **🗸** |
| E | **Decision making Authority** | | | | | | | | | | | | | | | | |
| E1  E2 | As appropriate to ensure quick resolution of incidents, problems and service requests  Organisation of working day to facilitate the efficient resolution of incidents and requests | | | | | | | | | | | | | | | | |
| F F1  F2  F3  F4  F5 | **Contact with Others**  All systems administrators  IT Suppliers  Contractors of IT Systems  Functional Heads/Directors  All users | | | | | | | | | | | | | | | | |
| G G1 | **Most Challenging and/or Difficult parts of the job**  Rapid diagnosis and resolution of incidents, whilst maintaining availability for further support, and completing all associated tasks in a correct and timely manner, thus ensuring customer satisfaction. | | | | | | | | | | | | | | | | |
| H | **Person Specification** | | | | | | | | | | | | | | | | |
|  | Southeastern aims to recruit people not just for jobs but for long term careers. We want good quality, talented people with the right attitude who will stay with us.For these reasons we look for evidence of Southeastern values and behaviours in all potential staff and our existing staff looking for promotion… **OUR VALUES**   * **We care passionately about our people and passengers.** * **We make the difference together.** * **We aim to be the best.**   **OUR OBJECTIVES**   * **Everyone home safe every day.** * **Understand, focus on and meet customer expectations.** * **Drive continuously improving performance for passengers.** * **Southeastern people make the difference by living our values and delivering goals.** * **Build a positive reputation.** * **Invest in growth and deliver our commitments.** * **Be an effective partner to deliver industry change programmes.** * **Best in class franchise transition**   The job demands the following blend of experience/knowledge and skills (all are essential, unless otherwise shown and will be assessed by application and/or interview/assessment) : | | | | | | | | | | | | | | | | |
| H1 | Experience, Knowledge & Qualifications  * Substantial experience in a similar environment working on Incident and Problem management. * Excellent understanding of all Microsoft operating systems (Windows 7 and 10, Windows, Windows Server 2008, Windows Server 2012, Windows Server 2016) * Experience of LAN trouble shooting and support * Experience of supporting desktop environments (including Imaging) * Technical support experience, especially faulting, repair and maintenance * ITIL accreditation to Foundation level * Microsoft MCSE * HND or equivalent | | | | | | | | | | | | | | | | |
| H2 | Skills (including any specific safety critical competencies) Driven individual with a ‘CAN DO’ attitude that engenders confidence, respect and support.  Passion, enthusiasm and expertise.  Good written and verbal communication skills  Quality and transparency  Good prioritising skills and the ability to meet targets | | | | | | | | | | | | | | | | |
| H3 | Behaviours Honesty  Integrity  Reliable | | | | | | | | | | | | | | | | |
| H4 | **Other** | | | | | | | | | | | | | | | | |
| I | **Dimensions of role** | | | | | | | | | | | | | | | | |
| I1 | Financial – Direct: None | | | | | None | | | | | | | | | | | |
| I2 | Financial – Other: | | | | | Organisational impact | | | | | | | | | | | |
| I3 | Staff Responsibilities – Direct: | | | | | None | | | | | | | | | | | |
| I4 | Staff Responsibilities – Other: | | | | | Organisational impact | | | | | | | | | | | |
| I5 | Any Other Statistical Data: | | | | | None | | | | | | | | | | | |
| J | **Acknowledgement** | | | | | | | | | | | | | | | | |
| I1 | Prepared By: | | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | Date: | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |
| I2 | Approved By (Head of Department): | | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | Date: | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |
| **K** | **Job Description Briefing** | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | |
|  | The post holder has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | | | | | | | | | | | | |
|  | Name of post holder: |  | | | Signature: | | |  | | | | | | Date: | |  | |
|  | Name of briefing manager: |  | | | Signature: | | |  | | | | | | Date: | |  | |
|  |  | | | | | | | | | | | | | | | | |
| **L** | **Nominated Deputy for Safety requirements** | | | | | | | | | | | | | | | | |
|  | If this is a KEY SAFETY POST (D2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must ensure that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description. If there are more nominated deputies, they should sign further copies of this Job Description. | | | | | | | | | | | | | | | | |
|  | The nominated deputy has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | | | | | | | | | | | | |
|  | Name of nominated deputy: |  | | | Signature: | | |  | | | | | | Date: | |  | |
|  | Name of briefing manager: |  | | | Signature: | | |  | | | | | | Date: | |  | |