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| A | **Post Details** |
|  | Job Title: | IT Retail Support engineer | Function: | IT Department |
|  | Location: | 4 More London | Unique Post Number: |  |
|  | Reports To: | IT Service Team Leader | Grade: | ASG |
| B | **Purpose of the Job** |
|  | The IT Retail Support engineer will provide technical support to the mobile retail and revenue protection devices used throughout the organisation. The key responsibility will be to provide onsite technical support to various designated sites, on a regular basis. This will range from quick diagnostics and fixes to full device reset and re-provisioning, using the Mobile Device Management system (MDM). The role will be supported by the wider IT support team. There is an element of physical work, daily travel, walking and carrying equipment to and from locations, up and down stairs where required.A close working relationship with the Retail support team and the 3rd party support providers will be required. Interaction with that team will enable issues to be identified and rectified, where the fault is potentially related to the application aspects on the device, and not within the technical operation of the devices. |
| C | **Principal Accountabilities** |
| C1C2C3C4C5C6C7C8C9C10 | Provide technical support for the mobile retail devices. This will include but not limited to onsite technical repairs, full device re-provisioning (onsite or back to base), repaired device delivery back to site, and ensure all the devices are enrolled and correctly provisioned within the MDM systemManage and prioritise workload and site visits to repair, collect and deliver faulty devices to and from sites.Ordering Sundries for the depots where required, ensure depots have all the equipment they need, including leads, batteries, charging stations, carry cases and straps.Auditing depot equipment and tracing any missing equipment. Gathering missing shift details for the PRAC team.Liaising with depot managers and area managers around any changes to user equipment, and application changes or issues.Ensure all support tickets are logged, updated and resolved within the IT Service Management SystemWork closely with Worldline and the Retail Support Team to identify and assist in resolution of technical and non-technical faults on the devices. attending regular calls with them. Update applications on devices when required, testing them first in the training devices to ensure correct functionality before rolling out the live versionsTesting of updates issued by the provider and other mobile applications for the businessWorking closely with Southeastern Staff and Managers to identify best use scenarios and where necessary create user guides. Update them with upcoming changes and collating issuesUndertake any other activity that is commensurate with the role, as requested by IT Management |
| 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 | **🗸** |
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| D6 | The post holder has the following specific safety responsibilities: |
|  | Carrying out Planned General Inspections of the following locations:* None
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|  | Acting as Fire Precautions Manager for the following locations:* None
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| E | **Decision making Authority** |
| E1 | As appropriate to ensure quick resolution of incidents. |
| FF1F2F3F4 | **Contact with Others**All IT support teamsRetail Support teamIT SuppliersEmployees |
| GG1G2 | **Most Challenging and/or Difficult parts of the job**Ensuring incidents are managed and resolved in a timely manner.Although rucksack/wheelie case is provided, there is an element of physical work, daily travel, walking and carrying equipment to and from locations, up and down stairs where required. |
| HH1 | **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 usFor these reasons we look for evidence of the following Southeastern values and behaviours in all potential staff and our existing staff looking for promotion ….**OUR VALUES – Safe, Professional, Honest, Friendly and Flexible****OUR BEHAVIOURS*** **Professionalism** – Aims to be the very best they can be through their attitude & respect for others.
* **Honesty & Integrity** – Is transparent and honest taking full responsibility for actions. Demonstrates confidence and courage, dealing effectively with difficult situations
* **Team work, Sharing and Supportive** – Aligns with others to deliver common goals. Shares ideas and information. Supports colleagues and works effectively with others.
* **Adding Value** – Exploits opportunities to improve results and add value to the business.
* **Empathetic** – Is empathetic to the needs of colleagues/customers, earning their trust and respect.
* **Taking a Broader view** - Champions change and considers the long-term impact of decisions across the business

…. along with the particular experience/knowledge, skills and behaviours relevant to the position applied for.The job demands the following blend of experience/knowledge, skills and behaviours (all are essential , unless otherwise shown and will be assessed by application and/ or interview/assessment) :Experience, Knowledge & Qualifications General IT Support experience Experience of supporting mobile devicesExperience of using an MDM platform |
| 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.Quality and transparencyGood prioritising skills and the ability to meet targets |
| H3 | Behaviours HonestyIntegrityReliable |
| H4 | **Other** |

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| 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** |
| J1 | Prepared By: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| J2 | Approved By (Head of Department): | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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|  **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: |  |