Job Title	Field Engineer
Department	Operations
Location	Company Wide
Reports to	Workforce Manager / EA
Staff Responsibility	N/A
General Overview of position	To provide effective onsite and remote technical support to any Littlefish contract customers for hardware/software/mobile/print problems. Device builds and hardware installations as well as basic network/server troubleshooting and administration. Role is primarily field based with 70% activity offsite. To communicate effectively with the customer and manage technical queries in line with Littlefish standards and customer specific SLA's.
Main duties & responsibilities	Provide 1st and 2nd line onsite and remote technical support services to Littlefish contract customers, in line with personal skill sets. Resolve issues in a competent manner, whilst communicating professionally with the customer and members of the Service Desk, Infrastructure and Professional Services teams.

To prioritise, progress and resolve technical queries and service requests assigned to the individual in accordance with standard and customer specific service level agreements.

To be responsible for completing specific technical projects as designated by the Service Management Team E.g. Service Transitions, Projects and Deployments.

Make effective use of all personal and team time during any periods of inactivity. Maintain personal qualifications and skill sets and ensure training is completed in line with business and personal needs. |

Main duties & responsibilities (continued)	**ISO Accreditations:** Littlefish are ISO9001 and ISO27001 certified it is expected that all employees adhere to the Quality Management and Information Security systems, policies and procedures. **Equality, Diversity and Inclusion:** It is expected that you will actively promote and embed Equality, Diversity and Inclusion (EDI) in all your work and support and comply with all organisational initiatives, policies and procedures on EDI.
Other duties	Other such reasonable duties within the general scope of the job role, at the line managers direction.

Person Specification

Essential	Desirable
Be able to demonstrate IT related problem solving skills. IT infrastructure support working across a range of up to date technologies including desktop/laptop/printer hardware, Office 365, Exchange 2013, Windows 10, Active Directory, Apple OSX and iOS, deployment technologies SCCM/WSUS/MDT. Professional Profile Pre-requisites include minimum of two years' experience in a similar technical role. Excellent face to face communication skills. Good telephone communication skills. Good written communication skills. Willing to travel to sites around the UK.	Demonstrate collective responsibility and individual accountability. Behave in a professional manner at all times. Exhibits commercial awareness. Ability to share knowledge with other less experienced team members. Assesses risks effectively and the implications of his/her actions/advice to Littlefish and customer. Deliver on commitments. Takes ownership willingly. Able to remain calm under pressure.

Comfortable working alone and using own initiative to handle any situation that arises.	Manage customer's expectations effectively.
	Can explain highly complex technical issues in "lay-man's" terms.
Prioritises tasks to achieve Littlefish contractual SLA's.	Proficient fault finder and problem solver.
Full clean driving licence	Flexible and adaptable to changing environments.
	Strive to be flexible.
	Willing to work flexible hours as and when the need arises.
	Show mutual respect.
	Is proactively innovative.
	Is logical in approach.
	Takes a long term view.
	Is helpful, fair and demonstrates a "give and take" attitude.
	Good time keeper.
	Demonstrates mutual respect for own and other team members.
	Works as part of a team.

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Job Levels

Career Framework	Front Line Teams
Definition	Industry/technology-experienced technical subject matter expert working in a senior capacity whether customer-facing or helping to develop professional colleagues. Able to assimilate complex/non-standard technology requirements and fulfil senior stakeholder engagement
Contribution to Success	Works autonomously to deliver their own output or service based on specific standard or guidelines within their set department
Communication	These roles ensure that our services are provided to our customers / internal stakeholders
Expertise	Will follow well established work routines with skills gained through job related training and considerable work experience within specific department. May start to develop skills within a professional qualification
Leadership	Will receive direct supervision from their departmental line manager, usually a Team Manager or Manager
Values Statement	Demonstrates excellent behaviours in line with our values. Is encouraging and optimistic with colleagues and consistently strives to be a great team contributor