

<b>Role Title</b>	Digital Workplace Engineer
<b>Reports to</b>	Digital Workplace Team Leader
<b>Directly Supervises</b>	0
<b>Total team size</b>	9

## Role Purpose

The Digital Workplace Engineer's primary role is to provide direct local support our BU's end-users predominately covering desktop and laptop PCs ensuring optimal workstation performance is delivered and SLAs are met. The scope extends to installing, diagnosing, repairing, maintaining, and upgrading associated hardware, software and peripherals, as well as providing elements of end user training and advice where required.

### Key Accountabilities:

- Ensure service levels are met and maintained by providing reactive and proactive support in a timely and accurate fashion.
- Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware, peripheral devices, and networking hardware products.
- Install, configure, test, maintain, monitor, and troubleshoot associated end user workstation software and networking software products.
- Support users in local and remote network connectivity and access, troubleshooting and resolving any connectivity issues.
- Ensure configuration information for hardware and software items is maintained within the SSC's CMDB.
- Perform on-site analysis, diagnosis, and resolution of complex PC problems recommending and implementing corrective solutions, including off-site repair as needed.
- As necessary, liaise with and co-ordinate third-party support providers and PC equipment vendors.
- Provide training and support to business staff on computer operation.
- Undertake Local Area Network (LAN) support and troubleshooting where required.

### Essential Skills, Knowledge & Experience:

- Excellent technical knowledge and experience of supporting of PC hardware and peripherals.
- Excellent technical knowledge and experience of supporting Microsoft Windows OS suite.
- Excellent technical knowledge and experience of supporting Microsoft Office suite.
- Good knowledge of and experience of supporting Microsoft Office products.
- Working technical knowledge of current network protocols, operating systems, and standards.
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Ability to conduct research into PC issues and products as required.
- Exposure to thin client technologies.
- Experience of working within an ITIL framework.
- College diploma or university degree in the field of computer science and/or be able to clearly demonstrate relevant experience in a similar role(s).
- Possess industry recognised certification(s) (e.g.MCP, MCSA, CCNA, MCSE, ITIL).

### Desirable Skills, Knowledge & Experience:

- Exposure to HP and IBM/Lenovo hardware platforms.
- Extensive knowledge of Windows 10.
- Experience and exposure to SCCM package deployment, PXE builds and manual package deployment.
- SCCM report creation/amending/running experience.
- Group Policy creation/amendment experience.
- Extensive remote troubleshooting skills (by phone/remote control).

### Other requirements of the role:

- Collaborate with other SSC technical teams to provide local on-site assistance.
- Provide guidance to junior members of the team as required.
- Maximum 5 days a week office based with some flexibility
- Working hours will be 08:30 – 17:00 but with some flexibility required