Job Description

Role:	**Deployment Engineer**
Department:	**Professional Services**
Reporting to:	**Head of Technical Services**

Summary

This role is within the Professional Services Team and is responsible for the delivery of projects and support of the IT Infrastructure across all customers.

- Act as an escalation point within Technical Services for technical issues.
- To provide guidance and support to the wider IT services in line with the IT strategy
- Act as a technical lead on specific projects (server, storage, systems, networks) and help to track and manage delivery of projects across the team.
- To contribute to the drive of using automation to create efficiencies.
- Help mentor and develop other members of the professional services and wider support teams.
- Propose and lead initiatives within the department, such as process or service improvements, or new training programs.
- Engage and build relationships with both technical and non-technical resources and stakeholders amongst customers.
- Creation and maintenance of documentation (Implementation Plan, LLD, Service Guide, etc.)
These documents may be service descriptions, administration guides, user guides or handover documents.

Role Profile

The role holder will use their technical knowledge to deliver projects to customers as outlined by the Head of Technical Services/Professional Services Resources.

We're looking for someone who is passionate about technology and will focus on ensuring delivery of projects to customers in a professional and timely manner.

You will possess good interpersonal skills, with a pragmatic approach to the customer, be flexible, and willing to work outside normal office hours, where appropriate to achieve the task in hand.

As a member of a team, you will need to respect the opinions of others and we want people to have a common project goal and share in a knowledge sharing culture.

You will be responsible for the design and delivery of solutions to meet customer requirements. The role will be working with the sales team providing technical assistance to pre-sales requests and tender responses, through to undertaking on-site installations into existing or green field sites. You will be able to work alone or as part of a team with the ability to stay calm and productive under pressure. You should be self-motivated with excellent planning and organisational skills.

You will have a proven track record in an implementation role and have experience in producing design and implementation documentation.

As part of this role, you will travel and work at customer sites throughout the UK, requiring you to have a valid and usable UK driving license. There will be occasional overnight stays.

Key Responsibilities and Accountabilities

- Responsible for the technical delivery of technical systems/network projects on the most secure, reliable and resilient platforms.
- Work with stakeholders to define systems requirements for new technology implementations.
- Strong understanding of all services within IT, particularly those pertaining to infrastructure.
- Strong time management and organisational techniques must be willing to work under own instruction.
- Ensure all governance processes are followed, which will include standards, policies and designs being approved at the Technical Design Authority; and changes being implemented in a controlled scheduled manner after approval from the Change Approval Board.
- You will take ownership of key services within the systems and network support functions and ensure the stability and availability these provide to the business.

Key Skills and Experience:

Essential

- Microsoft Cloud Technologies (Azure, M365, Intune, Endpoint, Autopilot)
- Microsoft Windows Technologies – Server & Desktop
- Server Virtualisation (Hyper-V, VMWare)
- Storage (SAN, NAS)
- Networking Fundamentals (TCP/IP, DHCP, DNS, routing and switching)
- Server & Desktop hardware
- Ability to contribute to departmental processes
- Willingness to adapt and think outside the box

Desirable

- ITIL Foundation
- Automating Technologies, e.g. PowerShell, Salamander
- Microsoft Endpoint Configuration Manager
- Veeam Backup & replication
- Vendor specific networking experience

Essential Criteria

- Full Driving License
- DBS (Enhanced) – acceptable disclosure for attending education environments