



Job Description

Job Title	Implementation Engineer (L3)
Department	Professional Services
Responsible For	No direct reports
Responsible To	Deployment Resource Manager
Main Purpose of Job	<p>To provide Deployment services for project work and various other ad-hoc engagements.</p> <p>The role is a diverse role which may require lots of travel.</p> <p>Deliver Deployment services across a wide range of clients, technologies and requirements. Adaptability to be proficient in the installation, configuration and support of the desktop environment and in addition, be able to connect and install client software for various networking platforms at various customer locations in the UK.</p> <p>Capable of working independently and remotely on a wide range of products.</p> <p>Required to perform on site installations and troubleshooting on a wide range of products in a software or hardware environment.</p> <p>Ability to follow documented procedures provided by either CDW or Customers.</p> <p>Ability to respond to changes in procedures even in circumstances where documentation has not been updated. Ability to make necessary changes to procedures and documentation for the benefit of the team as a whole.</p> <p>Committed to own personal development.</p> <p>Actively contributing to management appraisals and training. Seeking opportunities to grow and develop skill sets in accordance with own personal ambitions and organisational need.</p> <ul style="list-style-type: none">• 2nd Line Support• Desktop support• Telecoms administration (VoIP etc...)• Network troubleshooting• Server administration• Rack and Stack (including basic configuration)



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	<ul style="list-style-type: none">• Liaise with other team members/managers to resolve more complex problems, escalating where necessary.
Knowledge & Experience	<p>Qualifications</p> <ul style="list-style-type: none">• Education - GCSE or equivalent. <p>Possible Certifications:</p> <ul style="list-style-type: none">• CompTIA A+, N+, Server +• MCSA / MCSE• CCNA• ACSP• VCP <p>Experience and Skills</p> <ul style="list-style-type: none">• Understanding the importance of business processes and compliance• Excellent communication skills• Excellent Time management and Organisational skills.• Flexibility – nationwide travel may be required.• A good theoretical and practical approach to diagnosing problems.• Ability to work independently on a wide range of products.• Microsoft Office knowledge - Word, Excel and Outlook• Customer support skills• Experience of user MAC's• Good all round understanding of hardware maintenance/break-fix
Personal Attributes	<ul style="list-style-type: none">• Punctual, reliable and professional• Good organisation skills & time management• Passionate, professional, with a 'can-do' attitude at all times• Able to evaluate information quickly, identify key issues and formulate conclusions based on sound practical judgement, experience and common sense• Able to build productive working relationships with local and remote personnel based on respect and good rapport• Communicates honestly, openly, and consistently well showing attention to detail and remaining calm and patient when under pressure• Willing and able to deal with problem situations on a daily basis