



# Job Description

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| <b>Job Title</b>                  | On Site Engineer  |
| <b>Department</b>                 | Internal IT   |
| <b>Responsible For</b>            | No direct reports   |
| <b>Responsible To</b>             | Internal IT On Site Team Leader   |
| <b>Main Purpose of Job</b>        | <p>To assist in the provision of technical day to day support for Coworkers and assist in Internal IT project work. Deliver deployment and desktop services to support the day to day running of the CDW-UK desktop estate and to support project initiatives that are being under taken by CDW-UK Internal IT.</p> <p>Typical duties will include:</p> <ul style="list-style-type: none"> <li>• Image and deploy Citrix thin clients. Running reports using HP Device Manager.</li> <li>• The intake, trouble shooting and hardware/software repair of laptops, desktops, mobiles, printers, VC equipment, thin clients, monitors etc.</li> <li>• Document processes to assist knowledge sharing.</li> <li>• Carry out desk moves/installations including ordering of equipment, installation and network patching.</li> <li>• Technically support and maintain our remote UK based offices.</li> <li>• Manage and respond to user incidents passed from Service Desk.</li> <li>• Involvement of various Internal IT project work.</li> <li>• Full asset management of internal hardware.</li> <li>• Liaise with other team members/managers to resolve more complex problems, escalating where necessary.</li> <li>• Any other internal IT support as needed by the business</li> <li>• Travel to remote sites to support users and hardware at these sites.</li> </ul> |
| <b>Knowledge &amp; Experience</b> | <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• GCSE or equivalent.</li> </ul> <p><b>Preferred Certifications:</b></p> <ul style="list-style-type: none"> <li>• CompTIA A+</li> <li>• CompTIA Network +</li> <li>• ITIL Foundation</li> <li>• MCSA: Windows 10</li> <li>• Full UK Driving License</li> </ul> <p><b>Experience and Skills</b></p> <ul style="list-style-type: none"> <li>• Understanding the importance of business processes and compliance</li> <li>• Excellent communication skills</li> <li>• Experience of AD to manage user accounts</li> <li>• Microsoft Office knowledge - Word, Excel and Outlook</li> </ul>  |



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|                            | <ul style="list-style-type: none"><li>• Excellent knowledge of Windows OS</li><li>• Customer support skills</li><li>• Good all round understanding of hardware maintenance/break-fix to complete investigations on printers, laptops, desktops and network devices.</li></ul>   |
| <b>Personal Attributes</b> | <ul style="list-style-type: none"><li>• Punctual, reliable and professional</li><li>• Good organisation skills &amp; time management</li><li>• Passionate, professional, with a 'can-do' attitude at all times</li><li>• Able to evaluate information quickly, identify key issues and formulate conclusions based on sound practical judgement, experience and intuition.</li><li>• Able to build productive working relationships with local and remote personnel based on respect and good rapport</li><li>• Communicates honestly, openly, and consistently well showing attention to detail and remaining calm and patient when under pressure</li><li>• Possesses the motivation and perseverance to handle pressure well</li><li>• Willing and able to deal with problem situations on a daily basis</li></ul> |