

Job Description: Technical Operations Engineer



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| Function: | Sodexo Justice Services |
| Position: | Technical Operations Engineer |
| Job holder: | |
| Date (in job since): | |
| Immediate manager (N+1 Job title and name): | Technical Operations Manager |
| Additional reporting line to: | |
| Position location: | |

1. Purpose of the Job – State concisely the aim of the job.

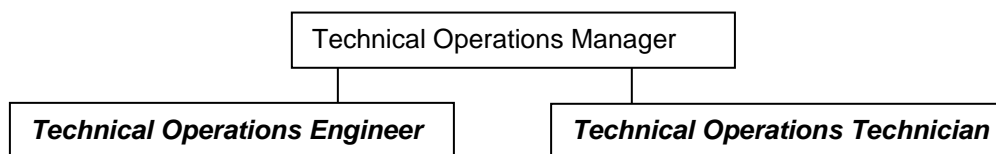
- Develop and propose changes to enhance the delivery of service to customers of the SJS, Education and Healthcare networks as well as the CCTV/alarm/Cell Call and phone systems.
- Provide assistance and support to customers of all services delivered by the Technical operations dept. e.g. All IT networks, CCTV and telephony systems.
- Act as a primary liaison point between the education department and the IT department for all IT issues relating to the prisoner education network (where applicable)

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

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|------------------|------|--------------------|-----|-----------------|-----|-----------------------------|-----|------------------|-----|
| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| | | EBIT margin: | tbc | | | Outsourcing growth rate: | n/a | HR in Region | tbc |
| | | Net income growth: | tbc | | | | | | |
| | | Cash conversion: | tbc | | | | | | |

- Characteristics
- There are no financial or staff responsibilities associated with this role
 - Other: Occasional travel to other sites may be required

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Prioritisation and management of incidents is key to this position
- All networks must be managed in line with relevant IS&T Security and information assurance standards including but not limited to ISO27001, GDPR, MoJ & SPS accreditation
- Adherence to the Sodexo IS&T policies and procedures is essential

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Management of all site incidents, ensuring all they are either resolved or escalated as appropriate.
- Production of documentation for the prisoner education network (where applicable)
- Support of all ICT systems on site, including but not limited to; SJS, education and healthcare networks. CCTV, Cell Call and alarm systems and telephone system
- Management of imaging and PC deployment process for the site ensuring all new PCs/Laptops are imaged and configured according to the documented process.
- Support colleagues and covers leave/absence on site and remotely, as is necessary
- Following agreed procedures, assist customers in a pleasant and professional manner. Maintaining accurate log entries of requests with fault details and contact information
- Management of smaller local IT projects e.g. office moves, rollout of asset replacement PCs to agreed timescales
- Support all software and hardware issues, including management of AD and O365.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Incidents and requests are recorded accurately within the service management system
- All relevant documentation is produced and maintained
- A high level of availability is maintained for all ICT services on site
- Relevant faults are escalated in a timely fashion as necessary
- KPIs targets are achieved
- Incidents and requests are effectively documented to ensure fully visibility of status
- Systems are imaged and setup in a timely manner

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- First-rate knowledge/familiarity with MS Office (2016 and office 365)
- Excellent knowledge of Windows 7 & Windows 10.
- Knowledge of Windows Server, 2012, 2016 & 2019.
- Previous experience in a First Line Systems support or similar IT role would be advantageous
- Ability to work individually or as part of a pro-active team.
- Attention to detail.
- Ability to prioritise workload
- Able to obtain SC clearance & Disclosure Scotland
- Ability to work outside normal office hours as dictated by projects/incidents
- Knowledge of ITIL

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

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| ■ Growth Client and Customer Satisfaction, Quality of services provided |
| ■ Rigorous Management of Results |
| ■ Innovation and Change |
| ■ Delivering Stretched Results |
| ■ Intellectual agility and eagerness to learn |
| ■ Driving for Change |

9. Management Approval – To be completed by document owner

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| Document Owner | Andrew Manning | | |