



# JOB & PERSON SPECIFICATION

<b>Name</b>		<b>Job Title</b>	IT Systems Engineer
<b>Function Management</b>	Chief Financial Officer	<b>Line Management</b>	IT Manager
<b>Department</b>	IT & Business Systems		
<b>People Management</b>	N/A		
<b>Role Summary</b>			
Responsible for providing primary first and second line IT support to local and international offices and remote/home based users.			
<b>Work Environment</b>			
Office based, Sitting, Computer use, Lifting, Travel			
<b>Responsibilities</b>			
<ul style="list-style-type: none"> <li>• Installing and configuring computer hardware operating systems, software, networks, printers, scanners and applications</li> <li>• Monitoring and maintaining computer systems and networks</li> <li>• Following diagrams and written instructions to repair a fault or set up a system</li> <li>• Supporting the roll-out of new applications</li> <li>• Setting up new users' accounts and profiles and dealing with password issues</li> <li>• Responding within agreed time limits to call-outs</li> <li>• Working continuously on a task until completion or escalating to Senior IT Systems Engineer, if required</li> <li>• Liaising with Client IT Departments as required</li> <li>• Providing 1<sup>st</sup> and 2<sup>nd</sup> line support</li> <li>• Prioritising and managing many open cases at one time</li> <li>• Rapidly establishing a good working relationship with customers and other professionals, e.g., Helpdesks</li> <li>• Scheduled maintenance upgrades</li> <li>• Talking to clients and computer users to determine the nature of problems and helping to set up systems or resolve issues</li> <li>• Responding to breakdowns</li> <li>• Investigating, diagnosing and solving computer software and hardware faults</li> <li>• Repairing equipment and replacing parts</li> <li>• Obtaining replacement or specialist components, fixtures or fittings</li> <li>• Sourcing and procuring relevant hardware and software for business and obtaining quotes for approval by IT Manager</li> <li>• Ensuring compliance with health and safety legislation</li> <li>• Maintaining records of software licenses</li> <li>• Managing stocks of equipment, consumables and other supplies</li> <li>• Maintain and promote positive working attitude</li> <li>• Liaise with other members of personnel in a professional manner</li> <li>• Liaise with subcontractors and clients in a professional manner</li> <li>• Demonstration of safe approach in working practises</li> <li>• Encouragement of attention to safety</li> <li>• Responsible for ensuring professional development is maintained and identified competency requirements are undertaken in a timely manner</li> <li>• Adherence to the Company Integrated Management System</li> <li>• Compliance with quality assurance, health and safety and environmental policies</li> </ul>			

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- Demonstrate PD&MS QHSE principles
- Raise issues of quality, health, safety and environmental and input to continuous quality improvement element
- Ensure unsafe activities are challenged
- Adherence to the requirements of the best practice standards recommendations and processes in the undertaking of duties, in particular, risk assessment and control, reliability and failure prevention necessary to ensure the safe design of equipment and systems
- Demonstrate PD&MS values

## Authorities

N/A

## Skills & Attributes

- Team working
- Customer and quality focused
- Good communication
- Ability to use own initiative
- Good organisational and time management skills
- Responsive to business and client needs
- Safety aware
- Ability to talk about technology in simple terms
- Logical thinker
- Problem solver with strong analytical skills
- Maintains awareness of the latest technology
- Good interpersonal and customer care skills
- Accuracy

Competency Standards	M / P	Y / N / CE	Details
HNC in computing studies or equivalent	M		
A working knowledge of IT operating systems, particularly Windows	M		
Experience of installing IT hardware and software	M		
Experience in Network and Server Infrastructure management and support	P		
Exposure to the set up, install and support of video conferencing equipment and systems, including an awareness of latest technologies and opportunities in this field.	P		
Administrative experience of on-site SharePoint solutions	P		
Management of projects to upgrade technology on low scale	P		
Excellent written and spoken English	M		
M – Mandatory	P – Preferred	CE – Competency Evaluation	