

Role Profile – Level 2 Engineer

Reports to	Technical Services Manager
Department	Technical Services
Role Type	Full Time Permanent with day release
Direct Reports	No

Overview of the Role

As a Level 2 engineer in the Technical Services Team the tasks you undertake are governed by the quality-controlled processes we follow to comply with ISO 270001. You will take an active role in the resolution of issue for VMhosts Managed Services customer base and provide professional services required to deliver customer solutions. A Level 2 engineer will have experience of assisting with the delivering of successful projects although this maybe a subset of the solution rather than the complete project.

As your training at VMhosts progresses we will demonstrate how we provide excellence in engineering, design, project services and support, whilst always maintaining the highest standards of professional conduct.

Technical Service Engineers are primarily responsible for delivering managed services and the technical delivery of projects within scope, budget, time and to the satisfaction of the customer. This will be achieved through working with senior engineers/consultants to strict quality processes and recognised implementation methodologies in line with the VMhosts Lifecycle process ensuring future business opportunities are realised. The goal is to ensure the smooth delivery of projects and consistently beat managed services SLA's in order to provide maximum performance, availability and high levels of satisfaction for the customers.

Technical Service Engineers should possess good interpersonal skills to build relationships with their teams as well as the wider business and the clients. The Engineer should start to develop client relationships to assist in driving opportunities in addition to their managed services and project delivery role.

You will be working with a broad set of premium vendors technologies on a daily basis including VMware, Microsoft, Veeam, Datto, Zerto, HPE, Lenovo and Dell.

Responsibilities

The main responsibilities are detailed below, although the post holder would also be expected to perform any other duties which might reasonably be required by the business.

- Perform daily checks on the cloud platform and customer systems
- Assist/Support senior Engineers/Consultants with Pre-Sales engagements
- The installation/configuration of new customer solutions
- Diagnosing and solving software and hardware faults
- Building solutions and carrying out upgrades
- Keeping up to date with company mandatory training

Role Interfaces

The key interfaces of the role are detailed below, although the post holder would also be expected to interface with any other parties which might reasonably be required by the business.

- Technical Services Manager
- Nominated Practice Lead
- Other VMhosts Teams and Staff
- Customers and External 3rd Parties including Vendors, Suppliers and Partners

Qualifications/Experience

- 2 Years of relevant experience
- A Levels or BTEC equivalent
- Experience of working across departments to achieve goals and results
- A reasonable depth of knowledge and business acumen obtained supporting customer environments and project delivery.
- Be proficient in general IT devices and Microsoft Office Suite including Word, Excel, PowerPoint and Visio
- Basic IT infrastructure knowledge covering operating systems, storage and networking

Personal Attributes

It's important that everyone develops and demonstrates the following core skills and behaviours within their role, applying industry specialism and technical skills in the context of our business to influence people and lead within our organisation.

General Attributes

- Must be flexible during times of change with a can do, will do attitude
- You will be a quick learner, able to assimilate technical information rapidly and translate this into assisting customers with issues or supporting the Technical Services team with project delivery
- You will have good communication skills, both orally and written, adhering to standard procedures and documentation throughout a project's lifecycle and be able to communicate relevant project information to the wider team
- You will be capable of working both independently and in a team-oriented, collaborative environment

Business Skills – Basic

- **Market and Environment** – Start to build knowledge/understanding of the market we operate in. Develop understanding of competitor strengths and limitations.
- **Process Management** – Review, understand and follow the documented business processes. Provide feedback on potential process improvement to your line manager.
- **Business Relationships** – Build relationships with customers (internal/external) and partners.
- **Project Management** – Follow the VMhosts standard project management methodology.

People Skills – Basic

- **Communication** – Develop a clear and concise style of communication to effectively respond to questions and simplify information presented to be appropriate for the audience.
- **Collaboration** – Working as part of the Technical Services team to effectively deliver solutions to our customers

Leadership Skills – Basic

- **Team building** – Help guide Level 1 engineers with various activities and help them integrate with the team. Work in a collaborative manner with the wider business. Suggest any opportunities to improve team working and team culture.