

Post Details			
<b>Post Job Title:</b>	IT Field Engineer	<b>Reports to Job Title:</b>	Head of IT
		<b>Function:</b>	Finance, Procurement & IT
		<b>Location:</b>	UK Wide travel
<b>Grade:</b>	PM1	<b>Safety Status:</b>	Safety Critical – PTS

1.0	Purpose of the Job
	To install, configure and support IT hardware and software across WMT sites. Troubleshoot any problems as they arise with each install and then transition to a business as usual support model using ITIL Service management processes. Ensure the asset configuration is installed correctly, tested and working in production to ensure that the station can fully function after any changes. Ongoing support and maintenance to maintain a high level of availability for all IT assets.

2.0	Key Accountabilities
2.1	Preparing a wide range of enabling and handover documentation including operational documentation to ensure the IT team have clear documentation to manage services after any changes.
2.2	Managing the administration required to deliver documentation to the relevant interfaces / business units to ensure the continuity of services.
2.3	Diary Management to ensure availability is managed across a working week for installations and planned work.
2.4	Coordinating project specific deliverables as instructed by the relevant interfaces / business units.
2.5	Be available to be on site or in HQ to manage the connectivity to the Network, ensuring that its working as per the design. Troubleshoot any problems as they arise with each service or IT enabled equipment or network installation.
2.6	Complete documentation to include change control and work in accordance with Risk Assessments and Method Statements provided.
2.7	Work with any 3rd party suppliers completing enabling works.
2.8	Ensure the station is fully functional after any works completed and signed off by the appropriate manager.
2.9	Ongoing support and maintenance of all IT assets following ITIL practices providing a high-quality service to all customers.
2.10	Part of the IT On Call Rota.

3.0	Role dimensions
<b>Financial</b>	<b>Staff</b>
<b>Direct:</b> No budget responsibility <b>Indirect:</b> No budget responsibility	No direct staff aligned to this role

4.0	Main Contacts (External/Internal)		
Contacts		Frequency	Purpose
Project Manager		Daily	To assure the project delivery. Be in the right place at the right time

Stations Improvement Project Manager(s) and Workstream Leads	Weekly	To align weekly activity and plans, re-align plans and be flexible
IT & Projects Team	Daily	To report upwardly on output to the Head of Transition Projects
Site Stakeholders	Weekly & Adhoc	To co-ordinate site specific works.

**5.0****Experience, Knowledge & Qualifications Required****Experience**

- A technical IT network mind-set and the desire to work in a fast pace environment that proactively seeks out solutions in line with IT processes, standards and procedures.
- A sense of responsibility and ownership in driving IT best practice development activity alongside client projects.
- Excellent time-management skills; the ability to balance additional issues and problems as they arise against a set delivery plan and organise themselves across a working week.
- An openness to work collaboratively and to contribute to the delivery of a major project delivery.
- An understanding of project management and understands the necessity to read MS Project plans and Visio documents.
- Rigorous attention to detail.
- A tenacious, committed and results-oriented individual with a polite attitude.
- Can work well under pressure and at times during unsociable hours.

**Technical Expertise****Essential:**

- Experience of working in an IT support and / or project environment.
- Proven experience in supporting Microsoft Windows Operating Systems
- Education to A-level standard (or equivalent), with a min 5 GCSEs to include Maths, English and ICT. Any IT qualification beyond GCSE (or equivalent).
- Proven technical ability supporting and implementing enterprise IT Services.
- Knowledge of AV equipment.
- Any experience with remote working environments.
- Providing support for the service transition to Business as Usual functions and Project teams.
- Full UK Driving License.

**Desirable:**

- Worked within the rail industry in another Train Operating Company, Network Rail, Rail Delivery Group.

### Safety & Environmental Safety Responsibility Statement

It is the line manager's responsibility to ensure that the post holder is fully briefed, and responsibilities are clearly understood by the post holder.

This statement must be amended and accepted:

1. Wherever responsibilities are changed;
2. In response to an accident or incident;
3. In response to external changes to Health and Safety and Environmental Legislation; *and/or*
4. Following annual review.

### General Responsibilities

Overarching Safety and Environmental Responsibilities are as follows:

1. You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work;
2. You must co-operate on matters regarding safety and health;
3. You must not interfere with anything provided in the interest of health and safety – for example override safety features of equipment;
4. You must follow the training you have received when using any work items your employer has given you;
5. Tell someone (your employer, supervisor or health and safety representative) if you think the work or inadequate precautions are putting anyone's health and safety at serious risk;
6. You must support the business in achieving its objectives laid out in its latest Environment & Energy Policy.

Further Safety and Responsibilities that apply to all West Midland Trains employees are set out below, in sections which correspond with the West Midland Trains Safety Management system.

You must take reasonable care for your own health and safety, and of persons who may be affected by your acts or omissions at work.

#### 1. Policy, Leadership and Resourcing

- a. You must understand and comply with the Refusal to work on the grounds of health and safety policy.
- b. You are responsible for attending the following safety and / or environmental related meetings:  
E.g. Sustainability Action Group, SEMG  
List meetings here  
☐ None apply
- c. You must comply with the West Midland Trains policy on the use of mobile phones when driving on company business.

#### 2. Employee training

- a. You must attend the necessary safety and/or environment training courses within 3 months of appointment (or as soon as practicable thereafter).

#### 3. Planned Inspections

- a. You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.

#### 4. Accident and incident investigation

- a. You must ensure that all personal accidents and near misses are reported to your supervisor or Control as detailed on the health and safety notice board.
- b. You must ensure that all personal accidents are reported and investigated as detailed in the Accident/Incident Reporting and Investigation standard.

#### 5. Emergency planning and Security

- a. When working at static locations you must ensure that you understand the local emergency plan at each location at which you are required to work. Local emergency plans are detailed on safety notice boards.
- b. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.
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- d. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.

## 6. Rules Competencies, Permits and Licences

- a. You will receive an assessment of competence in the rules, regulations and instructions which apply to your post. The initial and subsequent assessments will be given by qualified trainers/assessors. Competence processes will lead to certification. You must ensure that you maintain your own competence in rules, regulations and instructions for the post that you hold.
- b. You must be in possession of the necessary publications, as detailed by your manager or supervisor before you take up your post.
- c. You may be required to drive motor vehicles owned, hired, or leased by West Midland Trains. You must not do so unless in possession of a valid license appropriate to the vehicle being driven. You must be insured to use that vehicle and fully comply with the Authority to Drive procedures, carrying the appropriate authority card.

## 7. Communications

- a. You must ensure that you attend regular briefings which cover safety and environmental issues.
- b. You must attend any local job induction training session on your first day at a new location.

## 8. Auditing and safety Check

- a. You must ensure that substandard conditions found by you in West Midland Trains workplaces are reported to the appropriate line manager or Control without delay.
- b. You must ensure that any practices undertaken that do not align to current policies or standards are reported to your Line Manager or Control without delay.

## 9. Promotion of Environment & Safety Issues

- a. You must ensure that you are aware of the location and are familiar with the contents of the safety and environment notice board.

## 10. Health Controls

- a. You must understand and comply with the alcohol and drugs policy as detailed in OCC-205 Alcohol and Drugs and other policy documents.
- b. You must understand and comply with the standard for Control Of Substances Hazardous to Health (COSHH).
- c. You must understand and comply with the standard for Control of Asbestos.
- d. You must understand and comply with company standards for management of cases of occupational ill health.
- e. You must understand and comply with the standard for Staff Care and Support System (SCASS).

## 11. Personal Protective Equipment (PPE)

- a. You are responsible for wearing the required PPE as directed by the local manager or supervisor when visiting locations where it is required.
- b. You will be issued with PPE on a personal basis.

## 12. Purchasing, Procurement and Management of Contractors

- a. You must understand and comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.
- b. You must understand and comply with the company standard for managing contractors.

13. Environment

- a. Where your role has an impact on the Environment you must ensure that you are familiar with the contents of all relevant Environmental standards, including but not limited to the Environmental & Energy Management System Manual.

Specific Responsibilities

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the West Midland Trains safety management system.

Safety Responsibility Statement Acceptance

I acknowledge the receipt of the job description and statement of the safety and environment responsibilities associated with my post. I understand these responsibilities, which have been explained to me. Training needs have been identified and agreed.

Signed:		Job title:	
Name:		Location:	
Date:			

I have explained the Safety and Environmental Responsibilities associated with the role of *(insert role title)* to the role holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training have been identified.

Signed:		Job title:	
Name:		Location:	
Date:			

Review

This statement will be reviewed annually.

Date Due:	Date Reviewed :	Post Holder Signature:	Line Manager Signature: