

JOB TITLE:	Senior Support Engineer
ISSUE/DATE:	Version 4.0 / 05 October 2011
RESPONSIBLE TO:	Client Services Manager/Service Delivery Manager
JOB BAND:	4
OVERVIEW OF JOB:	Responsible for development of complex Requests for Change and incident-fixes for two or more projects covering a range of technologies. Will take the lead in providing a support service to clients ensuring compliance with Service Level Agreements. Will have an awareness of overall client business requirements and impact on Kainos and client commercials.
SUMMARY STATEMENT OF JOB:	<ul style="list-style-type: none"> ▪ Delivers fixes and RFCs which are fit for purpose. Delivery incorporates requirements capture, design, development, testing and operational implementation where required. ▪ Proactively takes ownership for incidents and RFCs in areas of expertise and designated responsibility participating fully in the incident management lifecycle. ▪ Ensures that deliverables are consistent with Kainos and/or client policies, strategies and constraints. ▪ Liaises with clients as required, presenting a professional image of Kainos. ▪ Delivers within commercial constraints that apply to the support agreement. ▪ Applies all relevant standards and procedures to their own work. ▪ Takes responsibility for team leading as required. ▪ Cross-skilling of less experienced team members. ▪ Leads by example in both technical and non-technical aspects of the job. ▪ Recognises and raises business opportunities. ▪ Maintains a current knowledge of relevant technology developments and actively shares knowledge. ▪ Advises customers on the technical, operational and business impacts of processes, incidents and RFCs. ▪ Involves development/systems team/third parties as appropriate. ▪ Contributes to service review meetings. ▪ Complies with all confidentiality and non-disclosure policies and/or agreements and ensures security of information at all times.
LOCATION:	Based in a Kainos location but required to work on client site whenever appropriate.

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EXPERIENCE AND CAPABILITIES:	<ul style="list-style-type: none"> • Experience of development in two or more projects and/or related technology fields which they have successfully applied in a commercial environment. • Demonstrable awareness of business and operational environments into which solutions have been delivered. • Capable of developing fixes and RFCs for complex incidents which are efficient and easily administered by other team members and customers. • A thorough understanding of the demands of the SLA and how to meet this within the bounds of Support Services procedures. • Broad experience of communicating directly with customers. • Capable of working without supervision in specialist areas. • Good understanding of software development tools and best practice. • Good understanding and application of quality practices as applied to software development, such as code and document review. • Capable of effective prioritisation of tasks and personal time management. • Can recognize and flag issues outside area of own expertise or responsibility to team leader or manager, as appropriate. • Capable of working with minimal supervision.
PERSONAL ATTRIBUTES:	<ul style="list-style-type: none"> • Affable, credible and can communicate effectively with clients and colleagues. • Good team player capable of delivering results in less than perfect circumstances. • Quality focused. • Highly flexible (including willingness to work away from home base). • Enthusiastic in the pursuit of duties. • Proactive and responsible in areas of expertise. • Proactive with respect to personal development. • A positive "can do" attitude towards the technical challenges facing Kainos and clients.