

JOB TITLE:	Support Engineer
ISSUE/DATE:	Version 4.0 / 05 October 2011
RESPONSIBLE TO:	Client Services Manager/Service Delivery Manager
JOB BAND:	5
OVERVIEW OF JOB:	Responsible for the support and client communication for one or more projects. Will complete the incident management lifecycle for most incidents – escalating to more experienced colleagues where appropriate. Will be proactive in incident management for assigned areas of responsibility. Will be proactive and professional in communication with client contacts in line with Service Level Agreement (SLA) demands.
SUMMARY STATEMENT OF JOB:	<ul style="list-style-type: none"> ▪ Responsible for the support and client management for one or more projects. ▪ Proactively takes ownership for incidents and Requests for Change (RFC) in areas of expertise and designated responsibility. ▪ Impacts, develops, and deploys solutions to incidents and RFCs of a moderate level of complexity. ▪ Develops, and deploys fully tested solutions which are consistent with client operating environment and with existing applications. ▪ Applies all relevant Kainos and client standards and procedures for own work. ▪ Recognises and raises business development opportunities. ▪ Liaises with customers to clarify incident and RFC requirements. ▪ Works largely independently, with moderate guidance from more experienced colleagues. ▪ Cross-skilling of less experienced team members. ▪ Documents solutions to an appropriate level, such that they can be understood and applied by other team members and clients. ▪ Accurately records own time and accurately reports progress on own work. ▪ 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 one or more projects and/or related technology fields which they have successfully applied in a commercial environment. • An understanding of SLAs, and can prioritise tasks, escalate incidents, and resolve conflicts accordingly. • Good understanding of software development tools and best practice. • Capable of developing fixes for incidents of moderate complexity which are efficient, and easily administered by other team members and/or customers. • Good understanding and observance of quality practices as applied to software development and incident management. • Can recognize and flag issues outside area of own expertise or responsibility to more senior colleagues. • Capable of understanding the client's operating environment and delivering appropriate RFCs and fixes. • Capable of working with minimal supervision in specialist areas. • Ability to develop in-depth technical knowledge and skills in one or more technology and/or areas.
PERSONAL ATTRIBUTES:	<ul style="list-style-type: none"> • Affable, credible and can communicate effectively with clients and colleagues. • Good team player with the ability to work to deadlines. • Quality focused. • A positive "can do" attitude towards the business and technical challenges facing Kainos and clients. • 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.