



## Managed Service Engineer - London

**Department** IT Services (incl.MOD)

**Benefits** Competitive

**Job type** Full time

**Location** London, Angel

**Type** Permanent

### Role overview **PURPOSE OF THE ROLE**

The post holder will be responsible in ensuring all calls allocated to them are delivered within NG Bailey's clients Service Level Agreements (SLA). The Managed Services Engineer will respond to service calls pertaining to faults, provisions and Business As Usual (BAU) project works across all IT Services Managed Services.

### KEY DELIVERABLES

- Ensure all works comply with NG Bailey IT Service's standards and to meet and exceed Client expectations whilst ensuring adherence to vendor and manufacturer design guidelines.
- To ensure material control and maintain records of deliveries and project stock.
- To ensure provision of timely and accurate internal and customer project reporting (timesheets, mileage returns, daily reports, completion certificates)
- To monitor the quality and productivity against programme and maintain daily site records and reports.
- Ensure that positive relationships are maintained with the customer through efficient delivery of projects with a view to optimising future opportunities and profitability.
- Ensuring design and installation meets internal and client specifications and statutory requirements

### EXPERIENCE ESSENTIAL

- Evident experience working within 'Live' Customer sites.
- Evident experience of the installation of Structured and Voice Cabling Systems
- Fully conversant with the setup and operation of Fluke Analysers
- The ability to locate and rectify faults on structured cabling systems
- Ability to work from construction drawings
- Able to self-manage workload without supervision
- Lone working the ability to work remotely
- Able to work as part of a team and be a team player
- Demonstrate the ability to interface with customers with a professional and informative approach
- Willing to travel

## **EXPERIENCE DESIRABLE**

Evident experience working as a service engineer on call for Electronic IP Security Systems

## **QUALIFICATIONS & PROFESSIONAL MEMBERSHIPS - ESSENTIAL**

- Minimum GCSE English and Maths or equivalent.
- Security Clearance
- Driving Licence
- UKATA (CAT A) Asbestos Awareness
- CSCS Card
- Manual Handling
- Working at Height
- IOSH Working Safely
- PASMA/IPAF
- Certified Network Cable Installer (CNCI) Accreditation
- NACCOSS – NSI Certification

## **QUALIFICATIONS & PROFESSIONAL MEMBERSHIPS – DESIRABLE**

- First Aid at Work
  - Confined Space Training
  - SSSTS Training
  - Flat Roof Training
  - NPPV Vetting
  - Disclosure and Barring Service (DBS) Clearance
  - Radio Frequency (RF) Awareness
  - NRSWA Accreditation
  - Openreach Accreditation
- ITIL Foundation

### **Details About us**

NG Bailey is a family-owned business with a proud heritage and a proven track record of achievement. These strengths have spearheaded the elevation of the business to the leading position it is in today.

As a market leader, the £400m turnover company is committed to offering tailored and innovative solutions and has a proven track record in doing so in a broad range of sectors including rail, manufacturing, power & industrial, healthcare, retail, energy and financial services.

- NG Bailey employs 2,500 people in which it invests £3m a year on their training and development needs. The company is recognised for having one of the UK's best apprenticeship schemes, having trained more than 5,500 apprentices since 1934 – with 160 currently on its books. NG Bailey attributes its success both to its talented workforce and, to its values of passion, integrity and excellence – which are at the heart of everything it does, and everything it achieves.

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