Transport for Greater Manchester

# Role Profile

**Role:** **Support Engineer**

**Directorate:** Information Systems

**Salary Band:**

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| Associate Support Engineer | Band 4 |
| Support Engineer | Band 5 |
| Senior Support Engineer | Band 6 |
| Team Leader Support Engineer | Band 7 |
| Lead Support Engineer | Band 9 |

**Post reference:** IS178

**Job Evaluation Ref & Date:** 27.10.2020

**Role statement of purpose:** You will work across the support lifecycle, owning the experience of the user and acting as their champion for the service received.

You will develop and deliver world class support service offerings, built on industry best practice. You will lead the continual improvement initiatives, to ensuring that the user is at the centre of the service offering.

**Reports to:**

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| Associate Support Engineer | Team Leader or Lead SE |
| Support Engineer | Team Leader or Lead SE |
| Senior Support Engineer | Team Leader or Lead SE |
| Team Leader Support Engineer | Lead Support Engineer |
| Lead Support Engineer | Head of IS Operations |

| | **Key Role Outputs (KROs)** *these set out what must be achieved for the post holder to be successful in the role* | **Key Actions** *These set out how the KROs will be achieved – the activities required.* |
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| | **Associate Support Engineer**<br>An Associate Support Engineer is responsible for following the identified ITIL management process for the management of TfGM user needs. They deliver a 1st-line contact service for the user population ensuring calls are logged and managed through the appropriate call channels and lifecycle and are managed appropriately to closure. | |
| **1.** | End Users can fully leverage the capability of the technologies provided to them | • Understand TfGM user's needs, wants and desires from technology products and services and ability to support them in learning them. Able to assess and explore opportunities to develop capability, delivering more for the user. |

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| | | • Develop and build strong relationships with Operations and with Digital team and Practices, in order to understand objectives and demand. |
| **2.** | Information Systems are secure and meet operational targets and SLAs for performance, capacity and availability throughout their lifespan | • Maintain secure configuration, applying and maintaining tools, techniques and processes to identify, track, log and maintain accurate, complete and current information. Control IT assets in one or more significant areas. Produces and analyses registers and histories of authorised assets and verifies that all these assets are in a known state and location;<br>• Understands IT Operations' processes and how this supports the end user community;<br>• Aware of the subject matter and understands what it involves;<br>• Undertakes agreed infrastructure maintenance and administration tasks. |
| **3.** | Operational issues are effectively managed and business disruption minimised and avoided through effective analysis and problem management | • Provides first point of contact for users and handles user enquiries professionally via all customer contact channels;<br>• Logs user enquiries appropriately in the call management tool;<br>• Follows agreed procedures to categorise and prioritise incidents;<br>• Gathers information to enable swift incident resolution and promptly allocates incidents as appropriate;<br>• Documents diagnostic actions accurately in the incident log in the call management tool;<br>• Owns an issue until a new owner has been found or the problem has been mitigated and/or resolved, keeping the user up to date with progress;<br>• Investigates problems in systems, processes and services. Assists with the implementation of agreed remedies to the customer's satisfaction;<br>• Assists in the maintenance of team knowledge bases and shares knowledge with colleagues;<br>• Knowledge of a service management framework (e.g. ITIL) terminology, structure and basic concepts, and an understanding of the core practices for service management. |
| **4.** | An innovative and inclusive community that continually strives to improve the services it provides and the methods it employs | • Able to identify deficiencies in current mode of operations;<br>• Be a digital advocate for TfGM, driving awareness, familiarisation and confidence in technologies used in |

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| | | their area of specialism, making them relevant and simpler to use. |
| **Support Engineer**<br>A Support Engineer is responsible for delivering an effective ITIL call management process for the management of TfGM user needs. They deliver a support service for the user population ensuring calls are logged and managed through the appropriate call channels and taking end-to-end ownership of all user issues and requests. | | |
| **1.** | End Users can fully leverage the capability of the technologies provided to them | • Good understanding of our user's needs, wants and desires from technology and able to support them in learning how to use TfGM's services and products. Seeks out and explores opportunities to develop capability, delivering more for the user;<br>• Develops and builds strong relationships with IS Operations and with Digital teams and Practices, in order to understand objectives and demand. |
| **2.** | Information Systems are implemented to a high technical standard | • Reviews requirements and specifications, and defines test conditions. Analyses and reports test activities and results and identifies and reports issues and risks associated with own work;<br>• Identifies improvements in solutions and supports proposed solutions through to implementation by supporting the projects and introducing more effective and efficient approaches (people, processing and tooling);<br>• Analyses deployments and implementations and recommends methods to deliver increased industrialisation and automation. |
| **3.** | Information Systems are secure and meet availability, performance and capacity targets throughout their lifespan | • Maintains secure configurations, applying and maintaining tools, techniques and processes to identify, track, log and communicate accurate, complete and current information;<br>• Controls IT assets in one or more significant areas and updates registers and histories of authorised assets, verifying that assets are in a known state and location;<br>• Understands IT Operations' processes and how they support the end user community;<br>• Analyses, assesses impact, develops, documents and implements changes based on requests for change. Packages changes into release;<br>• Understands core technical concepts related to their role and can apply them with guidance. Uses information systems, tools and technical knowledge to investigate |

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| | | problems and collect performance statistics and create reports. Carries out routine configuration, installation and reconfiguration of information systems and databases, optimising performance and forecasting resource needs to deliver required outcomes;<br>• Produces reports in a standard format and in an agreed timeframe for stakeholders. Works with key stakeholders to discuss and agree changes in the reporting processes. Can interpret and communicate data accurately and clearly. |
| **4.** | Technology issues are effectively managed and business disruption minimised and avoided through effective analysis and problem management | • Follows agreed procedures to categorise and prioritise incidents;<br>• Gathers information to enable swift incident resolution and promptly escalates incidents appropriately;<br>• Documents diagnostic actions taken accurately in the incident log in the call management tool;<br>• Owns an issue until a new owner has been found or the problem has been mitigated and/or resolved, keeping the user up to date with progress;<br>• Investigates problems in systems, processes and services. Assists with the implementation of agreed remedies to the customer's satisfaction;<br>• Assists in the maintenance of team knowledge bases and shares knowledge with colleagues;<br>• Initiates and monitors actions to investigate, analyses patterns and trends and resolves problems in systems, processes and services. Determines problem fixes and/or remedies. Assists with the implementation of agreed remedies and preventative measures;<br>• Knowledge of a service management framework (e.g. ITIL) terminology, structure and basic concepts, and ability to apply it to the core practices for service management. |
| **5.** | An innovative and inclusive community that continually strives to improve the services it provides and the methods it employs | • Be a digital advocate for TfGM, driving awareness, familiarisation and confidence in technologies used in their area of specialism, making them relevant and simpler to use;<br>• Able to identify deficiencies in current mode of operations and recommend and lead improvements. |

**Senior Support Engineer**

A Senior Support Engineer is responsible for delivering an effective 2nd (and occasionally 3rd)-line issue and resolution management process for TfGM user needs. They manage logged calls through the appropriate call channel processes, taking end-to-end ownership of all user issues and

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| requests through to resolution. They also take ownership of the development of capabilities to deliver more efficient IS services and undertake project-led work as appropriate. | | |
| **1.** | End Users can fully leverage the capability of the technologies provided to them | • Is primary, senior, decision maker for call management and resolution. Leads, communicates, facilitates and resolves outputs and decisions. Carries out the effective communication of decisions and resolution paths to all levels in TfGM;<br>• Deep understanding of our users' needs, wants and desires from technology and able to support them in learning how to use TfGM's services and products. Develop and build strong relationships with Operations and with Digital teams and Practices, in order to understand objectives and demand;<br>• Lead discussions with IS Operations teams and Practices on the appropriate application of objectives and project outcomes;<br>• Proactively seek out and explore at opportunities to develop capability, delivering more for the user. |
| **2.** | Information Systems are implemented to a high technical standard | • Identifies improvements in solutions and supports proposed solutions through to implementation by supporting the projects and introducing more effective and efficient approaches (people, processing and tooling) to deliver increased industrialisation and automation;<br>• Coordinates and manages planning of system and/or acceptance tests, both functional and non-functional specifications. Provides authoritative advice and guidance on any aspect of test planning and execution. Identifies process and improvements;<br>• Identifies process improvements and contributes to corporate testing standards and the definition of best practices. |
| **3.** | Information Systems are secure and meet availability, performance and capacity targets throughout their lifespan | • Maintains secure configurations, applying and maintaining tools, techniques and processes to identify, track, log and communicate accurate, complete and current information;<br>• Controls IT assets across all the technology environment. Analyses and updates registers and histories of authorised assets and takes responsibility to verify that all assets are in a known state and location;<br>• Understands and interprets end user experiences and uses IS Operations' processes to deliver effective services; |

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| | | • Deep understanding of core technical concepts related to the Support Engineering role and ability to apply them without guidance;<br>• Drafts and maintains procedures and documentation for Information Systems. Sets standards for definition, security and integrity of systems and ensures conformance to these standards;<br>• Produces reports in a standard format and in an agreed timeframe for stakeholders. Works with key stakeholders to discuss and agree changes in reporting processes. Can communicate and interpret data sets accurately and clearly. |
| **4.** | Technology issues are effectively managed and business disruption minimised and avoided through effective analysis and problem management | • Deep knowledge of service management frameworks (e.g. ITIL) terminology, structure and basic concepts. Understands the core practices for service management. Working knowledge of lifecycle and capability elements of service management;<br>• Manages high impact, complex change requests without supervision. Ensures that release policies, procedures and processes are applied;<br>• Initiates and monitors actions to investigate, analyse patterns and trends and resolve problems in systems, processes and services. Determines problem fixes and/or remedies and owns for the Practice the implementation of agreed remedies and preventative measures. Takes accountability of issues that occur and is proactive in searching for potential problems. Focusses on positive user outcomes and service excellence. |
| **5.** | An innovative and inclusive community that continually strives to improve the services it provides and the methods it employs | • Be a digital advocate for TfGM, driving awareness, familiarisation and confidence in technologies used in their area of specialism, making them relevant and simpler to use;<br>• Helps in training and mentoring more junior members of the team, allowing career progression and knowledge transfer. |

**Team Leader Support Engineer**

A Team Leader Support Engineer is responsible for managing a Support Team of Associate Support Engineers, Support Engineers, and Senior Support Engineers, coaching and mentoring the team members under their charge to help in their career progression. Takes ownership of all requests and project-led delivery work assigned to their Support Team through to resolution, while identifying appropriate and cost-effective initiatives and opportunities for improvement.

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| 1. | End Users can fully leverage the capability of the technologies provided to them | • Leads and manages a Support Team made of Associate Support Engineers, Support Engineers, and Senior Support Engineers;<br>• Acts as senior decision-maker and first escalation point for all call management and user management decisions assigned to their Support Team. Communicates and resolves outputs, escalations and decisions where senior input is required;<br>• Interacts with IT senior management and stakeholders and with other Practice and team leaders as appropriate including preparing communications where necessary;<br>• Owns the full cycle of all requests assigned to their Support Team, ensuring they are resolved within existing SLAs and applying escalations as required;<br>• Helps in proactively seeking out and implementing opportunities to develop capabilities, delivering improved and enhanced services and experiences for TfGM's users (the customer);<br>• Is a user champion, seeking service excellence and effective user need management throughout their journey through the IT service management process;<br>• Ensures that Users are informed promptly of the status of requests assigned to their Support Team, providing information that is accurate, understandable to non-technical audiences, and in alignment with TfGM values;<br>• Strives to maximise the Value Co-creation delivered by the Service. |
| 2. | Information Systems are implemented to a high technical standard | • Adheres to ITIL processes and functions and helps in the development of the practice capabilities under the ITIL framework;<br>• Liaises with other practices to ensure "Shift Left" initiatives are accomplished to the required quality standards, creating processes that are accurate and kept up to date;<br>• Participates in ITIL functions like Problem Management and Continuous Improvement as required, helping deliver the desired ITIL Maturity Model;<br>• Ensures their team members are trained as required, with regular refreshers on technology as required by new systems and functionalities being put in place;<br>• Leads the documentation of existing processes to improve the level of service, as well as the reporting of Service Delivery KPIs and other metrics to senior management;<br>• Leads the prioritization of requests and incidents assigned to their Support Team, ensuring the delivery maximizes the |

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| | | value delivered to our users, and applying good judgement to take always the best decisions for the user and the organisation. |
| 3. | Information Systems are secure and meet availability, performance and capacity targets throughout their lifespan | • Manages configuration items and related information;<br>• Manages and maintains the service compliance of all IT and service assets. Identifies, assesses and communicates associated risks;<br>• Ensures core technical concepts required for their Support Team are understood and are being applied in the delivery of services;<br>• Works cross functionally to develop and maintain close relationships with senior stakeholders, partner organisations and suppliers; managing their expectations to defined service levels;<br>• Takes ownership on SLA compliance elements across the different services under support, ensuring they're met successfully and without negative impact. Also, identifies and prioritizes situations in which urgency requires an improved delivery beyond existing SLAs, to avoid service disruption and negative impacts on our users. |
| 4. | Technology issues are effectively managed and business disruption minimised and avoided through effective analysis and problem management | • Deep practical experience and knowledge of service management frameworks (e.g. ITIL), terminology, structure and principles/concepts. Leads their Support Team and guides them across the service management lifecycle;<br>• Ensures that issues and potential problems are appropriately managed, including risk mitigation in delivering excellent user outcomes;<br>• Ensures that appropriate action and mitigation is taken for high impact, complex change requests. Drives adherence to release policies, procedures and processes;<br>• Defines, documents and shares procedures and processes to be included in the Service Knowledge Base to help inform future decisions, and contributes to continuous improvement initiatives;<br>• Uses best judgement to identify cases where blind adherence to existing processes is detrimental to the service delivered, and owns the corrective measures required to provide excellent customer service. |
| 5. | Leadership of an innovative and inclusive community that continually strives to improve its services and the methods it employs | • Leads their Support Team, taking overall responsibility for ensuring appropriate resource is in place to deliver required service/quality levels, minimising single points of failure; |

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| | | • Takes ownership of training, mentoring and career progression of their Support Team members, helping in their professional development;<br>• Helps implement "Shift Left" initiatives by analysing how to extend and improve existing processes and procedures to accommodate and automate new workloads;<br>• Shows initiative and takes ownership on requests and incidents partially or not covered by existing processes, making judgement calls while considering criticality, need for service restore, need for escalation, and other elements that may impact decision while ensuring maximum customer satisfaction and value streams;<br>• Applies "lateral leadership" to help drive forward changes in processes and documentation that result in an improvement of the service and an increase of the Value returned to Users and the organisation. |
| **Lead Support Engineer**<br>The Lead Support Engineer is responsible for owning the end-to-end issue and resolution management process for all TfGM user needs. They review all logged calls through the appropriate call channel processes, taking Practice ownership for all user issues and requests through to resolution and identifying appropriate resolutions. They also take ownership of the development of capabilities to deliver more efficient IS services and undertake project-led work as appropriate to ensure the effective delivery of IS services. | | |
| **1.** | End Users can fully leverage the capability of the technologies provided to them | • Acts as the final decision-maker for all call management and user management decisions. Ensures that decisions including an element of risk are appropriately managed and owns this with IT Management stakeholders. Leads, communicates and resolves outputs and decisions where senior input is required;<br>• Owns all key communications with IT senior management and stakeholders and with other Practice and team leaders, as appropriate, including preparing reports and specialised instructions for use at a senior level and by the team;<br>• Assess groups of services and owns investigating how to get the best outcomes from underlying technologies and services;<br>• Influences outcomes and delivers through others in the team and Practice. Balances what needs to be delivered against what can be delivered. Applies strategic thinking in how to provide the best service for end users;<br>• Accountable for proactively seeking out and implementing opportunities to develop capabilities, |

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| | | delivering improved and enhanced services and experiences for TfGM's users (the customer);<br>• Understands the direction of future technologies. Delivers a model to support and maintain identified TfGM future technologies through the community they lead. |
| **2.** | Information Systems are implemented to a high technical standard | • Leads and develops a team of experts to deliver service improvements. Drives the identification, prioritisation and implementation of improvements and efficiencies, working to deliver maximum value for TfGM;<br>• Owns the delivery and maintenance of the ITIL Functions assigned to their practice, reaching the desired ITIL Maturity Levels. |
| **3.** | Information Systems are secure and meet availability, performance and capacity targets throughout their lifespan | • Owns the support model for all supported applications and systems, making sure they have the required levels of monitoring and governance to ensure an optimal value proposition to users;<br>• Working closely with the Service Management Practice, ensures that all arranged support agreements with third parties are fit for purpose and properly governed in order to increase the value proposition and bring the required outcomes for the organisation;<br>• Takes final ownership in terms of career progression, development and training of members of their practice;<br>• Works cross functionally to develop and maintain close relationships with senior stakeholders, partner organisations and suppliers; managing their expectations to defined service levels;<br>• Leverages their data analytics skills to enhance business performance;<br>• Owns and defines SLA compliance elements across the different services under support, ensuring they're met successfully and without negative impact. Also, identifies and prioritizes situations in which urgency requires an improved delivery beyond existing SLAs, to avoid service disruption and negative impacts on our users |
| **4.** | Technology issues are effectively managed and business disruption minimised and avoided through effective analysis and problem management | • Deep practical experience and knowledge of service management frameworks (e.g. ITIL), terminology, structure and principles/concepts. Leads the Support Teams and Practice across the service management lifecycle, helping deliver the required ITIL Maturity Levels;<br>• Takes Practice ownership of ensuring that appropriate actions and priorities are taken to anticipate, investigate and resolve problems in systems and services. Owns the development of solutions for complex problems. |

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| | | Coordinates the implementation of agreed remedies and preventative measures;<br>• Update processes where required to provide alternative options for colleagues and team members to use;<br>• Ensures that issues and potential problems are appropriately managed, across the teams, including risk mitigation in delivering excellent user outcomes;<br>• Ensures that appropriate action and mitigation is taken for high impact, complex change requests. Owns adherence to release policies, procedures and processes;<br>• Owns ITIL functions like Problem Management and Continuous Improvement for services delivered, as well as ITIL artifacts like the Service Catalogue and the Service Knowledge Base, ensuring they're kept up to date and to inform decision making and maximising Value returned by the service;<br>• Owns the conversations with senior stakeholders inside and outside IS to lead the Service, providing steering on capabilities, SLA definition and agreement, and other elements as required, showing direct and lateral leadership to optimise the Value Proposition. |
| **5.** | Leadership of an innovative and inclusive community that continually strives to improve its services and the methods it employs | • Leads the Practice, taking overall responsibility for ensuring appropriate resource is in place to deliver required service/quality levels, minimising single points of failure;<br>• Acts as a digital advocate for TfGM, driving awareness, familiarisation and confidence in technologies used in their area of specialism, making them relevant and simpler to use;<br>• A user evangelist for TfGM, driving significant improvements across the user experience with technology;<br>• Accountability for developing the capability for the organisation;<br>• Has ultimate ownership of training and mentoring of all members of the Support Function, helping in their career progression and professional development. |
| | **Compulsory Outputs (COs)**<br>*these set out what must be achieved for the post holder to be successful in the role* | **Key Actions**<br>*These set out how the COs will be achieved – the activities required.* |
| **C1** | Ensure you comply with all applicable organizational legislation and policy: | • TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities)<br>• PCI DSS standards, policies and procedures |

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| | | • Bus Operator contractual management<br>• Dignity at Work policy<br>• Information assurance and security in line with Cabinet Office requirements<br>• Risk management<br>• TfGM policies and procedures<br>• Equality and diversity legislation<br>• TfGM Vision & Values<br>• Act in accordance with TfGM's behaviours and competencies<br>• IS Operations policies and procedures<br>• IS Security Policies and Procedures |
| **C2** | Any other reasonable duties as required | The post holder is representative of IS and is expected to:<br>• Always conduct themselves in a professional manner and with due courtesy.<br>• Be flexible within the workplace and adapt to meet the requirements of service, specifically within this role, by providing cover for extended service hours. |

| **Key Interdependencies** | |
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| **Key Contacts** | • Partners and suppliers<br>• People within the IS Department<br>• Practice Leads within IS Department<br>• Heads of Practice within IS Department<br>• Product Owners and "Heads of" across the business |
| **Direct reports** | Associate Support Engineer — None<br>Support Engineer — None<br>Senior Support Engineer — None<br>Team Leader Support Engineer — Associate Support Engineers, Support Engineers, Senior Support Engineers<br>Lead Support Engineer — Team Leader Support Engineers, Associate Support Engineers, Support Engineers, Senior Support Engineers |
| **Budgetary responsibility** | None |
| **Location** | TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG |

| **Office Use Only** | **Updated** | **Updated** | **Updated** | **Updated** | **Updated** |
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| Created | | | | | |
| **By:**<br>Simon Mather<br>Nov 2018 | **By:**<br>Ricard Fuertes<br>Jul 2020 | | | | |

Transport for Greater Manchester

# Person Specification

| | ROLE: Support Engineer | | *(Knowledge, skills and experience required at selection stage)* | | |
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| **E** | **Essential Experience:** | | | | |
| | **Associate Support Engineer** | **Support Engineer** | **Senior Support Engineer** | **Team Leader Support Engineer** | **Lead Support Engineer** |
| E1 | • Knowledge of Service Management Frameworks. | • Demonstrable working experience and knowledge of Service Management Frameworks and best practices; including the creation of Service Management policies and processes. | • Deep and demonstrable, practical working experience and knowledge of Service Management Frameworks and best practices including the definition of Service Management policies and processes. | • Deep and demonstrable, practical working experience in leading teams dedicated to Service Management. | • Leading teams/Practices in the design, implementation, administration and support of Service Management solutions and services based in the ITIL Framework. |
| E2 | • An awareness and understanding of technologies/services, including Service Desk functions, used by TfGM (e.g. Microsoft Office, Outlook, SharePoint, Office 365). | • Good knowledge of technologies/services, including Service Desk functions, used by TfGM (e.g. Microsoft Office, Outlook, Sharepoint, Office 365). | • A deep understanding of technologies/services, including Service Desk functions, used by TfGM (e.g. Microsoft Office, Outlook, Sharepoint, Office 365). | • A deep understanding of technologies/services, including Service Desk functions, used by TfGM (e.g. Microsoft Office, Outlook, Sharepoint, Office 365). | • Demonstrable in-depth experience of Service Management including the definition and implementation of Service Management policies and processes. |
| E3 | • Knowledge of how to deliver a consistently high standard of customer service | • Experience of delivering a consistently high standard of customer service internally and/or externally. | • Experience of delivering a consistently high standard of customer service internally and/or externally. | • Experience of leading team to deliver a consistently high standard of customer | • Experienced with planning, estimating, staffing, organising, and managing multiple projects; utilising Agile |

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| | internally and/or externally. | | | service internally and/or externally. | project methodologies.<br>• Practical evidence operating as a user evangelist and champion through the service management journey. |
| E4 | • Some experience of successfully communicating technical matters successfully to non-technical audiences. | • Experience of successfully communicating technical matters successfully to non-technical audiences. | • Strong experience of working in collaborative environments and working with senior stakeholders. | • Strong experience of working in collaborative environments and working with senior stakeholders. | • Significant leadership and management experience with the ability to motivate individuals to deliver service excellence using highly developed interpersonal communication skills. |
| E5 | • Good analytical and problem-solving skills. | • Strong analytical and problem-solving skills. | • Very deep analytical and problem-solving skills and the successful application of techniques to resolve issues.<br>• Ability to work in a disciplined environment under pressure to meet challenging objectives and timescales. | • Very deep analytical and problem-solving skills and the successful application of techniques to resolve issues.<br>• Ability to mentor more junior staff to develop strong analytical and problem-solving skills and approaches for the organisation.<br>• Ability to work in a disciplined environment under | • Very deep analytical and problem-solving skills and the successful application of techniques to resolve issues.<br>• Ability to mentor more junior staff to develop strong analytical and problem-solving skills and approaches for the organisation.<br>• Ability to work in a disciplined environment under |

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| | | | | pressure to meet challenging objectives and timescales. | pressure to meet challenging objectives and timescales. |
| E6 | • Ability to work in a disciplined environment under pressure to meet challenging objectives and timescales. | • Ability to work in a disciplined environment under pressure to meet challenging objectives and timescales. | • Ability to work in a disciplined environment under pressure to meet challenging objectives and timescales. | • Experience of managing teams; workload and resource management, performance and capability management, career development. | • Management of a complex team with wide IT service and product environmental knowledge: workload and resource management, performance and capability management, career development. |
| **D** | **Desirable Experience – SFIA version 6:** | | | | |
| | **Associate Support Engineer** | **Support Engineer** | **Senior Support Engineer** | | **Lead Support Engineer** |
| D1 | Change Management- Level 3 | Change Management- Level 4 | | | |
| D2 | Incident Management- Level 3 | Incident Management- Level 4 | | | |
| D3 | Problem Management- Level 3 | Problem Management- Level 4 | Problem Management- Level 4 | Problem Management- Level 4 | Problem Management- Level 5 |
| D4 | Configuration Management- Level 4 | Configuration Management- Level 4 | Configuration Management- Level 4 | Configuration Management- Level 4 | Configuration Management- Level 5 |
| D5 | Asset Management- Level 4 | Asset Management- Level 4 | Asset Management- Level 4 | Asset Management- Level 4 | Asset Management- Level 5 |
| D6 | Network Support – Level 4 | | | | |
| D7 | Testing- Level 1 | | | Testing-Level 4 | Testing- Level 6 |
| D8 | | Technical Specialism- Level 4 | Technical Specialism- Level 5 | Technical Specialism- Level 5 | |

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| **EQ** | **Essential Qualifications – Technical, Vocational or educational:** | |
| EQ1 | GCSEs or an equivalent | |
| **DQ** | **Desirable Qualifications – Technical, Vocational or educational:** | |
| DQ1 | A degree or equivalent industry experience | |
| DQ2 | ITIL v4 Foundation Certificate or equivalent experience. | |
| DQ3 | MOS, MCSA, MCSE Productivity Solutions Expert or equivalent | |
| **EA** | **Essential Attributes:** | |
| EA1 | **RELIABLE** by doing what we say we will do | |
| EA2 | **HONEST** in our communications and our feedback | |
| EA3 | **RESPECTFUL** in how we behave | |
| EA4 | **REWARDING** by recognising a job well done | |
| EA5 | **EMPOWERING** by enabling potential to be realised | |