IT Project Engineer
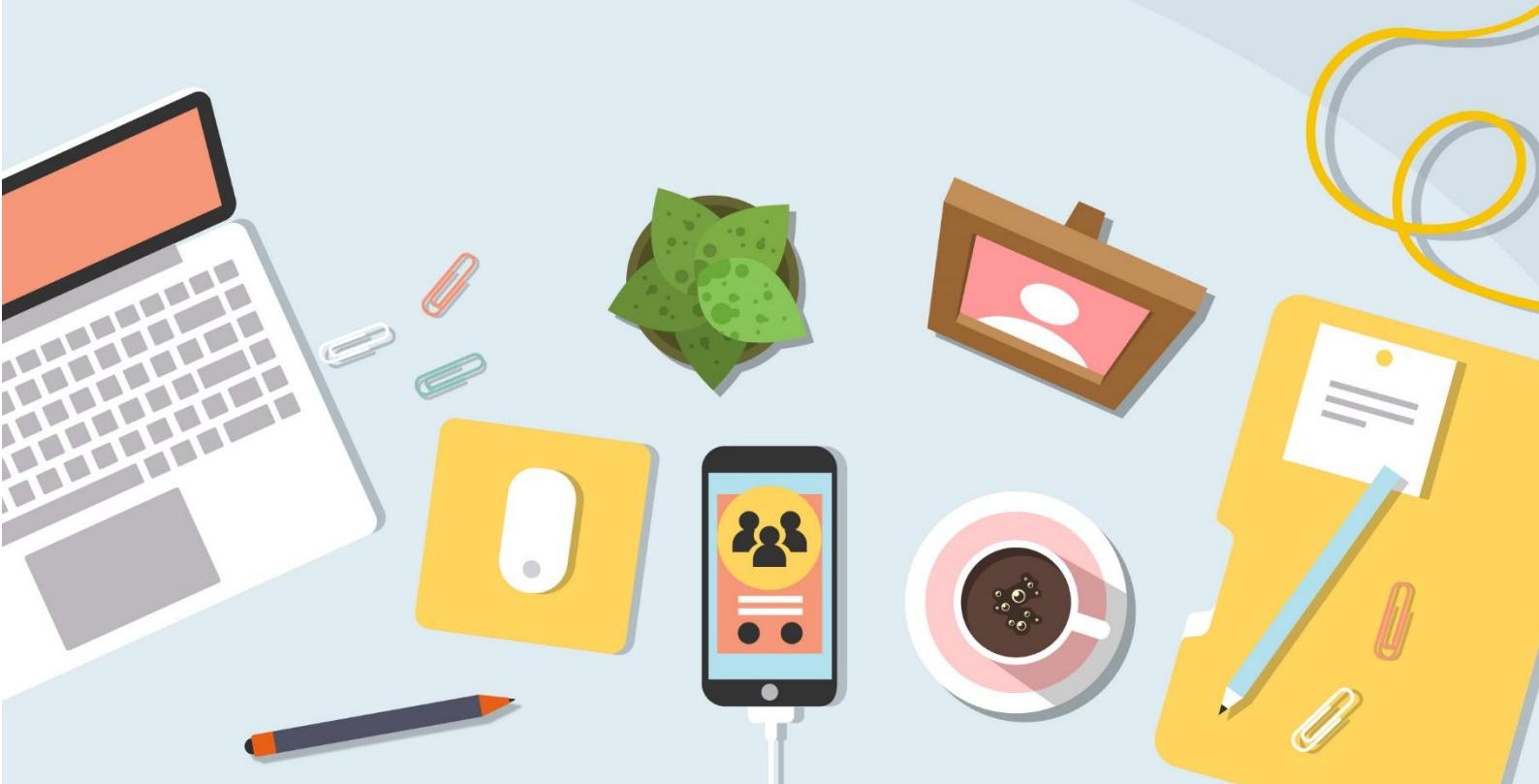
Job Description

Pod: Digital

Stem: User Experience

Reports to: IT Service Delivery Manager

Direct reports: None

Red Kite's Expectations

"Maximising Technology Benefit" is one of our strategic digital objectives, and how we use technology is the basis for everything that we do – it must work properly, respond to the way we do things in our ever-changing environment and be the tool that sets us apart innovatively, all with excellent services at the crux of our business.

New technologies, social media, different access channels and our established IT systems are all things we want to make the best use of so that all customers know exactly what is going on within their tenant-led organisation and to ensure that our teams have the information they need to deliver great services to them.

As an organisation we want to be the best and we know that it will take certain people to help us get there. We need someone with drive and enthusiasm, who is committed to delivering an excellent IT service, who reflects our vision and values and is excited about working in partnership with all our colleagues. And that's where you come in...

Key Responsibilities

- Help the IT Service Delivery Stem provide a dynamic, collaborative and professional IT service
- Enable the delivery of high-quality IT services to colleagues, board and tenants
- Project manage all IT Service Delivery Stem projects including upgrades, new software installations and ad hoc business improvements
- Fulfil the 3rd-line support function for IT infrastructure such as internal WiFi networks and similar systems
- Liaise with suppliers, partners and colleagues to monitor, coordinate and continuously improve the IT service
- Support Business Improvement projects where technology expertise is required
- Be passionate about technology

Our essentials

- Assisting teams across the business to use technology efficiently and innovatively to get the most out of information and systems
- Assisting with the implementation of company policies, processes and standards that meet internal and external customer needs and compliance requirements
- Developing and coordinating a Technology Stem Roadmap and keeping stakeholders informed
- Working alongside the IT Service Delivery Lead to manage business-critical applications and relationships, identifying issues and potential problem areas
- Assisting with incident resolution processes to provide service recovery and swift return to service
- Coordinating day-to-day activities for all IT systems

- Helping to provision the best hardware, network and infrastructure resources and coordinating availability
- Working with external service providers to ensure services are delivered in line with SLAs
- Continuing professional development to keep skills up to date and introduce new skills to the team
- A passionate advocate for the use of technology to deliver better customer services
- Someone who motivates and inspires users and teams
- An IT expert colleagues can come to for advice and help with challenges, requirements and opportunities
- Flexible, confident and easy to talk to
- Well-organised and focused on delivering excellent services, able to prioritise, plan and balance tasks
- A team player who works closely with colleagues, suppliers and stakeholders to deliver quality services
- An approachable and engaging colleague
- Strong communication skills – written, verbal and listening
- Highly organised and adept at prioritising in a busy environment
- Confident, independent and a problem solver
- Accurate, diligent and conscientious – a safe pair of hands
- Collaborative and able to work in partnership
- Flexible, proactive and up for a challenge
- Able to carry out additional and ad-hoc tasks as required

Added extras

- Ability to clearly define and scope situations and provide clear, logical solutions
- Passion for service ethos, a can-do attitude and solution-oriented focus
- Knowledge of project management standards
- Strong customer service focus with a desire to deliver high-quality service

Qualifications, Skills & Experience

We have a dedicated team here at Red Kite that supports employees with all things Learning and Knowledge. This role requires you to:

- Be educated to a high level, preferably with a business or IT-related degree or equivalent experience
- Have experience working in an IT service management capacity
- Have proven experience and in-depth knowledge of technology