

JOB DESCRIPTION

Job Title:	Date & Version Control
	Date:
IT Technical Engineer	July 2026
Reports to:	Version:
IT Service Desk & Infrastructure Manager	2.0
Direct Reports:	Produced by:
None	IT Service Desk & Infrastructure Manager

Job Purpose & Scope

The IT Services team provides a central point of engagement for colleagues, business stakeholders and third-party technology partners, delivering secure, reliable and customer-focused IT services across the organisation.

The IT Technical Engineer is responsible for the support, administration and continuous improvement of services delivered across on-premises infrastructure, hybrid cloud platforms, Software-as-a-Service (SaaS) solutions and managed data centre environments. The role involves managing incidents, service requests and technical problems in line with agreed service levels, whilst contributing to the planning and implementation of complex technical changes and project activities.

The post holder will support the design, configuration and optimisation of enterprise technologies, identifying opportunities for automation, increased resilience, enhanced security and improved user experience. Working collaboratively with internal teams and external service providers, the IT Technical Engineer is expected to champion best practice, embrace continuous improvement and contribute to the delivery of a modern, secure and efficient digital workplace.

Engineers are responsible for managing stakeholder expectations, maintaining high standards of customer service and acting as positive ambassadors for the IT Services function at all times.

Duties and Key Responsibilities

Main Areas of Work

- Providing 3rd line technical support to internal customers, acting as an escalation point for complex incidents and service requests.
- Diagnosing and resolving incidents through analysis, investigation, troubleshooting and root cause identification.
- Implementing technical changes, fulfilling service requests and supporting release activities in accordance with change management procedures.
- Performing proactive system health checks and responding to alerts generated by monitoring and security platforms.
- Administering and supporting on-premises, cloud and hybrid infrastructure services.

- Supporting endpoint management solutions, including device provisioning, patch management, compliance monitoring and software deployment.
- Following documented processes, standards and operational procedures to ensure consistent service delivery.
- Managing hardware break/fix activities and coordinating third-party engineers and suppliers where required.
- Maintaining accurate technical documentation, knowledge articles and system records.
- Identifying opportunities to automate routine operational tasks and improve service efficiency through scripting and modern management tools.
- Providing technical support to infrastructure, business and digital transformation projects, contributing to solution evaluation, design and implementation.
- Working collaboratively with internal stakeholders and third-party providers to ensure effective delivery of IT services.
- Contributing to continual service improvement activities, identifying opportunities to improve the reliability, performance and user experience of IT services.

Conduct Rules

All employees are expected to act in accordance with the PRA and FCA Conduct Rules:

- You must act with integrity
- You must act with due skill, care and diligence
- You must be open and co-operative with the FCA, the PRA and other regulators
- You must pay due regard to the interests of customers and treat them fairly
- You must observe proper standards of market conduct
- You must act to deliver good outcomes for retail customers

Financial Crime

All employees are expected to:

- Be aware of their personal legal obligations and the legal obligations of the Society in relation to Financial Crime
- Be aware of the Society's Anti-Money Laundering systems and controls and follow the Society's procedures
- Be alert for anything suspicious in respect of money laundering or fraud and report any suspicions in line with internal procedures
- Do not discuss any suspicions with anyone outside of the Society and do not 'tip off' a customer or prejudice an investigation

Person Specification - IT Technical Engineer

Qualifications & Knowledge	Essential
	• Microsoft Windows Server 2022/2025 administration, including: ○ Active Directory ○ Group Policy ○ DHCP ○ DNS ○ NTFS and Share Permissions ○ Certificate Services (desirable depending on environment) • Microsoft Entra ID (Azure AD) administration and identity management. • Microsoft 365 administration, including:

	○ Exchange Online ○ SharePoint Online ○ OneDrive for Business ○ Microsoft Teams • Endpoint management technologies, including: ○ Microsoft Intune ○ Windows Autopilot ○ Device compliance and policy management ○ Software deployment and patch management • Windows 11 configuration, administration and troubleshooting. • Computer networking principles, including: ○ TCP/IP ○ Subnetting ○ DNS ○ Firewall concepts ○ Network troubleshooting techniques • Working knowledge of end-user devices, peripherals and modern workplace technologies. • PowerShell scripting and automation. Desirable • Microsoft Azure administration. • Cisco Meraki networking solutions. • Fortinet firewalls. • Mimecast email security. • Virtual Desktop Infrastructure (VDI), including Parallels or equivalent. • SQL Server administration and troubleshooting. • Cloud-based telephony platforms such as 8x8. • IT automation, orchestration and configuration management tools. Relevant Qualifications: • ITIL Foundation in Service Management • Microsoft Certifications
Experience	Essential: • Working within an ITIL-aligned operational support environment, providing 2nd and 3rd line incident, problem and request management. • Able to work to project deadlines and within ticket response and resolution SLAs. • Troubleshooting and resolving complex technical issues across infrastructure, networking, endpoint and Microsoft 365 platforms. • Administering and supporting Microsoft technologies including Active Directory, Entra ID, Microsoft 365 and Windows Server environments. • Working to project deadlines and achieving agreed service level targets (SLAs). • Implementing technical changes within a controlled change management framework. • Producing and maintaining technical documentation, knowledge articles and operational procedures. • Working with third-party suppliers and support partners to resolve incidents and deliver services.

	- Identifying and implementing service improvements to increase reliability, security or operational efficiency. - Strong customer service and stakeholder management skills Desirable: - Managing and supporting endpoint devices using modern management solutions such as Microsoft Intune and Autopilot. - Providing IT services within a regulated environment, ideally financial services - Administering network infrastructure including switches, wireless networks and firewalls. - PowerShell or other scripting technologies for automation and administration. - Participating in infrastructure, migration or digital transformation projects
Skills & Abilities	Skills & Abilities - Excellent verbal and written communication skills, with the confidence to engage professionally with colleagues, stakeholders, suppliers and third-party support partners in person, by telephone and through digital channels. - Strong analytical and problem-solving skills, with a methodical approach to investigation, troubleshooting and root cause analysis. - Results-focused with the ability to balance reactive operational support activities alongside proactive service improvement initiatives. - Excellent organisational and time management skills, with the ability to prioritise multiple incidents, service requests, changes and project deliverables effectively. - Customer-focused with the ability to understand business requirements and provide practical, value-driven technology solutions. - Ability to work independently whilst contributing effectively within a collaborative team environment. - Ability to interpret technical information and communicate complex concepts clearly to both technical and non-technical audiences. - Ability to act as a technical escalation point, providing guidance, mentoring and knowledge sharing to colleagues and junior team members. - Maintains a professional, adaptable and positive approach when working under pressure and managing competing priorities.
Other Requirements	- Working hours are according to a shift pattern: - Monday to Friday 0800 – 1800 - Saturday 0800 – 1300 - The need to work beyond these hours is sometimes required to meet business needs or respond to high priority incidents. - Travel to branch locations is required occasionally.