



# Lead Configuration Engineer

Andover

## The Role:

XMA is looking to recruit a Lead Configuration Engineer. The role will take responsibility as the technical escalation and mentor for the technical development of the team. Also, support onboarding of new customers, develop best practices and a key support member for the Team Supervisor.

## Location:

The role will be based at the Configuration Centre in Andover

## XMA Configuration Service:

XMA provides its customers a complete configure-to-order provisioning service in its UK configuration centres, operating a process model, which has been certified to ISO 9001, ISO20000, ISO14001 and ISO27001 standards.

Offered on a project by project basis or consumed as a business as usual service the main components of the delivery are

- Image deployments, device provisioning and custom work
- Asset tagging & reporting
- Peripheral installation
- Server builds
- Recording of configuration details for onward supply to customers (S/N, MAC addresses etc)

All engagement, consultation, design and deployment of images, is handled by the XMA team. Thereby retaining the control and management of the imaging service. XMA provides these services to many of our existing customers. In line with our ISO9001 certified Quality Management System (QMS) we have appropriate disk image and change control processes in place.

## Reports to:

Head of Configuration Services

## Key relationships with:

The role is key in the Configuration Services team and is required to work closely with the Head of Config Services, Team Supervisor, Customers, Services & Operations Team and the Sales function of the business, working towards delivering high quality services exceeding customers' expectations. Exhibiting leadership qualities while resolving issues and serving as a link between subordinates and upper management

## Key Responsibilities:

<ul style="list-style-type: none"><li>• Support delegate work to Config engineers, track progress and provide constructive feedback throughout projects</li><li>• Take a lead hands-on approach working alongside the team, configuring and prepare machines for hardware and software installation.</li><li>• Serve as a link between the technical team and upper management</li><li>• Support the workflow and ensure that employees understand their duties or delegated tasks</li><li>• Ensure adherence to legal and company policies &amp; procedures</li><li>• Provides high calibre service by enforcing quality and customer service standards.</li><li>• Liaising with customers and internal XMA staff with technical queries.</li></ul>	<ul style="list-style-type: none"><li>• Ensure that all procedures and checks are followed to confirm customer specific requirements are met</li><li>• Maintain an up to date knowledge of Client devices, hardware and software and a detailed knowledge of the XMA client devices product range</li><li>• Perform other tasks in the department as deemed necessary</li><li>• Assist with the installation/imaging, configuration of desktop computers, laptops &amp; peripheral equipment and software.</li><li>• Test parts and software where required.</li><li>• Assist with any other tasks in the workshop such as packing and unpacking machines.</li><li>• Maintain high levels of quality within configuration.</li></ul>
--	--

## Essential Skills and Experience Required:

<ul style="list-style-type: none"><li>• Excellent Customer service &amp; interpersonal skills</li><li>• Outstanding Technical leadership skills with the ability to communicate effectively across all stakeholder areas</li><li>• Detail-oriented, well organised and able to adhere to deadlines</li><li>• Ability to mentor fellow team members</li><li>• Act as an ambassador of the Configuration Engineering team</li><li>• Strong knowledge of SCCM imaging, Microsoft OS, MDM deployments</li><li>• Experience in MS Autopilot, Chromebook enrolment, Apple deployments desirable</li><li>• Knowledge of PC and server hardware, computer architecture</li><li>• Basic knowledge of networking desirable</li><li>• Time Management skills</li></ul>
---

## Characteristics and Behaviours:

Customer Focus and Interpersonal Skills	<ul style="list-style-type: none"> <li>• Provides clear, understandable updates to people</li> <li>• Treats people with courtesy and sensitivity</li> <li>• Builds positive rapport</li> <li>• Makes extra effort to satisfy customer needs</li> <li>• Makes a positive first impression</li> <li>• Communicates in a courteous manner</li> <li>• Establishes effective relationships</li> <li>• Displays positive outlook and pleasant manner</li> <li>• Contributes to building team spirit</li> </ul>
Personal Continuous Improvement	<ul style="list-style-type: none"> <li>• Strives to increase personal productivity</li> <li>• Develops efficient work methods</li> <li>• Focuses on results rather than routines</li> <li>• Seeks ways to improve systems and services</li> <li>• Develops standards, procedures, and policies</li> <li>• Ensures adherence to policy &amp; processes</li> <li>• Makes positive suggestions to improve policy &amp; processes</li> </ul>
Personal Presence	<ul style="list-style-type: none"> <li>• Projects confidence and professionalism</li> <li>• Speaks with positive tone of voice</li> <li>• Chooses appropriate words and correct grammar</li> <li>• Speaks clearly and at appropriate pace</li> <li>• Maintains pitch and volume</li> </ul>
Team Member	<ul style="list-style-type: none"> <li>• Establishes effective relationships with team</li> <li>• Exhibits leadership and consideration</li> <li>• Displays positive outlook and pleasant manner</li> <li>• Contributes to building team spirit</li> <li>• Gives and welcomes feedback</li> </ul>

## Salary:

The rewards are dependent upon experience, but you should expect to earn a competitive basic salary