
Role Mandate

Job Title:	Solution Engineer
Function /CFBU:	IT
Dimensions of the Job:	N/A
Reports to:	Technical Manager
Location:	Runcorn

Job Summary:

Collect business requirements and design hardware and software solutions that are innovative, fit for purpose and in accordance with business needs. Research and evaluate new technologies and make recommendations for their use where this would add business value.

Ensure that solution delivery is performed with agility balancing speed, quality and value for money.

Responsibilities :

- Collect business requirements and design hardware and software solutions that are innovative, fit for purpose and in accordance with business needs . Solutions may be entirely new or enhancements to existing systems.
 - Research and evaluate new technologies and where appropriate recommend use cases where this would add value to the UK business.
 - Manage initiatives in accordance with:
 - The relevant UK change and project management processes and standards.
 - European IT Governance processes including Idea Management.
 - Test and document solutions and provide appropriate knowledge transfer to the IT Service Operation team prior to implementation.
 - Implement solutions and changes in a managed way , at a time convenient to the business, resulting in a smooth transition into service operation. Facilitate or take part in implementation reviews and act on lessons learned to continually improve performance.
 - Fulfil the role of Subject Matter Expert (SME) for agreed systems. Provide training and support to enable knowledge transfer to the IT Service Operations function.
 - Provide 3rd line support in accordance with the define processes and standards.
 - Represent the IT function as a workstream lead on cross-functional projects as agreed.
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- As required support the Technical Manager in their duties as Enterprise Architect for the UK business.
 - Ensure that relevant IT and Data Security standards, including market specific requirements such as GxP, CSV and SOx, are met at all times.

General

- Demonstrates the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people.

Key Experience, Knowledge, Skills & Qualifications:

Key Experience

- ProScript Connect (desirable).
- CSD (the in-house ERP system supporting the UK distribution business) (desirable).
- Working with third party providers (desirable).
- Industry specific experience in one or both of pharmaceutical distribution and retail pharmacy (desirable).

Knowledge and skills

- Analytical problem solving skills (essential).
- Ability to produce detailed documentation to a high standard (essential).
- The ability to rapidly learn new skills (essential).
- Practical experience of some or all of:
 - Windows Server operating systems.
 - Active Directory, DNS, DHCP.
 - Hyper-V and virtualisation.
 - MS SQL Server, MySQL.
 - UNIX.
 - Terminal services and thin clients.
 - Windows deployment and imaging.
 - Configuration and support of switches, routers and firewalls.
 - PowerShell scripting.
 - Bitlocker / TPM.
 - Hardware, peripherals, mobile devices.

Qualifications

- Degree or HND in an IT or Computer Science related discipline (desirable).
 - ITIL Foundation Certificate in IT Service Management (desirable).
 - Project management qualification (desirable).
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Key Interfaces

- CFBUs.
- Business Support Functions.
- Peers in internal IT functions.
- Third party solution providers.

Date Created Reviewed:	
Business Functional Lead Name: (CAPITALS) Signature:	
HR Lead Name: (CAPITALS) Signature:	

Drive Business Performance & Value Creation

Creates value through economic action and establishes meaningful changes

- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- thinks and plans ahead in order to achieve results
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

Dedicate Yourself to Customer Needs

Bases his/her behaviour on internal/external customer benefit and thus supports business success

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
 - encourages innovation and improvement

Business

Customer

Quality

People

Strive for Quality Excellence

Acts quality-conscious and continuously improves work Results

- has knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his area of responsibility, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

Lead and Engage

Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others

- motivates self and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- demonstrates team spirit and a sense of responsibility for mutual goals
- determines the direction for own team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement