

**JOB TITLE:** **Project Services Field Engineer – IMAC**

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**Department:** **Project Services Department**

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**Location:** **Home based**

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**Reports To:** **Project Services Compliance Manager**

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**Purpose:** To support the delivery of the Project Services Team to meet Vista's customer requirements to improve service delivery standards in respect of new store openings, store closures and changes to existing estate in particular software upgrades, IMAC and associated remedial shop fitting works

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### Vista Retail Support's Mission

- To be the partner of choice for the provision of technology services in the UK
  - To deliver on our commitments to all of our customers both external and internal
  - Create a great environment where Vista people become the best they can be and are able to discover for themselves and educate others in the field of technology support
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### Vista Retail Support's Values

- To do the best we can for our business, our customers and our colleagues
  - To demonstrate honesty, integrity and flexibility in all that we do
  - To be transparent in our operations
  - Respect our environment
  - Return value to our shareholders
  - To be committed to our people
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### **Information Security Profile: HIGH**

- This role will be privy to some confidential and sensitive information and as such the field service engineer will be expected to treat all information as sensitive discussing it only with those people who have the necessary authority
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### **Main Tasks and Objectives**

- To deliver on site projects to the customer specification and agreed statement of works, including IMAC work, software upgrades, decommissioning of equipment and general remedial shop fitting works in line with product specification and industry standards

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- To deliver works in line with Health and Safety standards and at all times ensuring adequate control of risk to self, Customer employees on site and the general public
- To keep abreast of changes to legislation and product development to ensure the highest standards are achieved at all times
- Keeping the customer and Project Services Team informed at all times of the progress of the work
- Reporting to the relevant helpdesk, where necessary, in accordance with the escalation procedures of the relevant customer
- Updating the Project Manager at every stage via a mobile device to ensure smooth communication between the company and the customer
- Accurately recording stock deployment to allow maintenance of up to date and accurate stock inventory records on behalf of the Customer
- Completion of all relevant documentation to allow performance reports to be produced in a timely manner to monitor customer service
- Maintaining contact with the Project Services Team to allow real time logging and availability
- Returning and packaging of decommissioned equipment to the Vista Logistics dept, with fully completed documentation, within a two day window, fully assembled and labelled
- Any other reasonable tasks as assigned by management

### Outcomes and Deliverables

- The successful implementation of agreed works to achieve 95% right first time rate
- Excellent Customer Service skills
- High degree of flexibility in terms of hours of work and location
- High level of health, safety and environmental compliance
- An understanding of structured cabling to be familiar with a store's infrastructure is desirable
- Full clean driving license

In addition to the above duties the post holder must be prepared to undertake such additional duties which may result from changing circumstances.

**All staff are expected to comply with all VRS Ltd management systems and procedures and conform to the requirements of all standards and certifications held by Vista Retail Support Ltd.**

### Document Detail:

|                       |               |                         |                          |
|-----------------------|---------------|-------------------------|--------------------------|
| <b>Reference</b>      | PM – JD - PSE | <b>Owner</b>            | Head of Project Services |
| <b>Author</b>         | Sarah Jones   | <b>Status</b>           | Issued                   |
| <b>Version No.</b>    | 1.0           | <b>Issued Date</b>      | 1 July 2020              |
| <b>Effective Date</b> | 1 July 2020   | <b>Next Review Date</b> | Annual                   |

### Document Change History

| Date       | Version | Author      | Details of Change |
|------------|---------|-------------|-------------------|
| 01/07/2020 | 1.0     | Kath Powell | Issued            |

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