

**JOB DESCRIPTION**

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| **Job Title:** |  Digital Services Projects & Cabling Engineer |
| **Division:** |  Digital Services |
| **Directorate:** | Projects and Technical Support |
| **Base:** |  Cygnet Health - Digital Services Unit 110, Imperial House, 79 - 81 Hornby Street, Bury BL9 5BN |

**ORGANISATIONAL ARRANGEMENTS**

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| **Accountable to:** | Senior IT Project Manager |
| **Other****Accountabilities:** | Head of Projects and Technical Services |

**JOB PURPOSE**

* Install and maintain cabling systems across Cygnet sites.
* Visiting sites to assess their cabling needs.
* Conduct site surveys and job reports.
* Lay the required cables and assist with the installation of cabled equipment.
* Troubleshoot cable and network issues.
* Troubleshoot cable and hardware malfunctions.
* Maintain stock levels at the office and in the company vehicle.
* To liaise with multiple departments within our Digital Services Team.
* Provide high quality Digital Services Cabling support to all our Cygnet sites through the delivery of good customer service and technical support via a number of avenues such as telephone, email and face to face.
* To support and provide assistance for Digital Services Engineers.
* Identify and remove old or redundant cables / IT equipment.
* To support the Projects team with any current or future projects.

**DUTIES**

**GENERAL INFORMATION**

* To attend for work reliably and punctually and to follow a work pattern as required fulfilling the role, which may include working overtime if the need arises.
* To know where to access policies, to keep yourself up to date with all procedures and policy changes and to be aware of and follow their contents.
* To develop your own and your teams, practice through the supervision and appraisal process, ensuring your continuous professional development needs are identified and addressed.
* Use an appropriate level of confidentiality where personal information is involved with regard to both individuals in our care and employees.
* To ensure that people with whom you have contact have equal opportunities, to acknowledge their individual differences and uphold their rights and responsibilities, including the right not to be discriminated against, as set out in law and by policies.
* To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.
* A duty exists (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to evaluate and take action to reduce the risks. It is expected that you comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk.
* It is everyone’s responsibility to ensure that everything possible is done to protect individuals in our care from abuse of a physical, sexual, neglectful, financial or institutional nature.  This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect

**This job description is an outline of the key tasks and responsibilities of the role and is not intended as an exhaustive list. The job may change over time to reflect the changing needs of the business, as well as the personal development needs of the post holder.**

**PERSON SPECIFICATION - Job Title: Digital Services Project & Cabling Engineer**

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|  | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS** | * A Full UK Driving license.
 | * CNCI Certification in Copper.
* CNCI Certification in Fibre.
* CCTT Certification in copper & fibre testing.
* Working at Heights
* Asbestos awareness
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| **EXPERIENCE** | * Experience in working in an IT department to be familiar with hardware and software terminology.
* Experience of working in a busy office environment.
* Experience of working within an organisation where data confidentiality is of upmost importance.
* Experience in a customer service facing role.
* Experience with working with hand and power tools.
 | * A minimum of 12 months’ experience in a Cabling job role or similar.
* Experience in a healthcare environment.
* Experience of working away from home.
* Experience in installation of CCTV systems.
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| **SKILLS** | * Excellent verbal and written communication skills.
* Ability to work under pressure and meet required deadlines.
* Ability to prioritise tasks both personally and for the team.
* Ability to be flexible and adjust quickly to any new requirements in a fast paced changing environment.
* Ability to work in confined spaces.
* Ability to work at heights.
* Ability to undertake physical activities.
* Ability to undertake small / medium DIY tasks
* Ability to work independently and as a team member.
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| **KNOWLEDGE** | * A good knowledge of IT terminology relating to Hardware and Software products.
* A good level of knowledge of Microsoft Office Applications ie. Word, Excel, PowerPoint and Outlook.
 | * A basic level of knowledge of building construction.
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| **OTHER** |  | * Passion to learn new skills.
* Willing to complete legislative and personal development training courses.
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| **Date Prepared:**  | 28/05/2024 |
| **Prepared By:**  | Daniel Conway |
| **Employee’s Name:**  |   |
| **Employee’s Signature:** |  | **Date:** |
| **Manager’s Name:**  |  Daniel Romero |
| **Manager’s Signature:** |  | **Date:** |