

Trainee Delivery Engineer - Job Description

Reports to	Practice Lead	Department	Technical Delivery
Direct Reports	None		

What's the role about?

Our Trainee Delivery Engineers take part in a 6-month Academy development programme to become fully qualified PowerON Delivery Engineers. During this period, trainees receive intensive training on the technologies and services we deliver, achieve technical certifications, and gradually transition into chargeable customer delivery. It's a genuinely exciting opportunity for individuals to obtain in-demand, premium technical skills, alongside the professional skills required to work in IT consultancy. At the end of the first 6-month period, Academy graduates will be fully fledged Delivery Engineers, with an ongoing development plan towards further certifications and specialisms.

What does a Trainee Delivery Engineer do?

In this role, you would be responsible for:

- Proactively engaging with the development and training on offer, adopting good learning practices to ensure that you make expected progress.
- Achieving skills milestones, which will enable you to gradually increase your range of signed-off customer offerings.
- Making effective use of independent learning time in accordance with your learning objectives.
- Understanding and adopting PowerON's professional standards, ensuring that you represent PowerON appropriately whether shadowing a colleague, delivering work, or working internally.
- Reading, understanding and working to statements of work, design, test and other configuration documents to deliver customer engagements within scoped time and definition.
- Actively raising any concerns or questions early in an engagement to ensure that work can still be delivered within available time.
- Providing feedback or handover communication as required on each engagement.
- Understanding and following internal processes including (but not limited to!) diary management, time logging, quality and information security.
- Taking responsibility for your own learning within the framework of the programme, and asking for help when you need it.

We are a flexible and evolving organisation, meaning that a job description can never be exhaustive – whilst we will not make unreasonable requests, we expect and appreciate that all employees will take on appropriate work as necessary to support team and business achievements, and to develop their skills.

Key Skills and Subject Matter Expertise

At the start of this programme, you will need:

- A background in IT support, operating at 2nd or 3rd line. We are open to other backgrounds, as long as you can demonstrate a proven ability to learn and execute technical skills.
- A solid understanding of the Windows desktop environment, ideally with exposure to networking and infrastructure concepts.
- Excellent communication, customer service, and problem solving skills.
- A professional demeanour, with the ability to communicate your skills and knowledge credibly to others.
- Curiosity, drive, an eagerness to learn, and a strong desire for progression.
- A genuine synergy with our values of quality, learning, teamwork, reward, responsibility and communication.

By the end of the programme, you will be able to demonstrate:

- A delivery style in line with the PowerON professional standards.
- A signed off portfolio of delivery offerings, which you will have successfully delivered to customers.
- Microsoft certifications in line with the core content and your adopted specialisms.

- Skills in in-demand technologies such as Microsoft Endpoint Manager, Windows 10/11, Azure Virtual Desktop, OneDrive, Always On VPN, PKI and the Microsoft Defender suite.

Standard Responsibilities

All employees are responsible for:

- Performing any duties which might reasonably be required by the business.
- Abiding by PowerON Platforms Policies and Procedures as set out in the Employee Handbook.
- Understanding and fulfilling their responsibilities in relation to Quality & Information Security.
- Reporting all incidents and concerns, no matter how small the potential risk.