

Technical Ability Table

Job Title	Skill - Experience Level	Typical Job Description
Technical Courier	Entry Level	Delivery / unboxing / peripheral swaps / imaged unit swaps
Build / Configuration Engineer	Experienced	Takes hardware and applies customer software ready to be used in deployment - also know to test and document.
Deployment Engineer	Experienced	Organise and deploy scheduled units and reporting on small rollouts
Help Desk (1st Line Support) Engineer	Experienced	Answers call as 1st tier help desk and documents - Relays to higher tiers in unable to fix problem
Lead or Senior Engineer	Very Experienced	As Deployment but in two tier deployment situations acts as team lead - instructing deployment engineers and reporting
Post Deployment Support (Floorwalker) Engineer	Very Experienced	Extremely knowledgeable with customers systems, act as 1st day 'snagging', fixing clients problems on site and reporting major problems, customer facing
Team Lead Engineer	Very Experienced	Team lead engineers are often used in 3 tier rollout structures, overseeing 3 teams, often infrastructure, deployment and support, customer facing and knowledgeable of overall project goals.
Engineering Support Co-ordinator		Back Office engineering support
Engineering Manager		Senior Back Office engineering support
Pre Rollout Scheduler		Back/Front Office rollout schedule preparation
CURRENT Rollout Scheduler		Front Office - experienced scheduler