Your Job Description

At Moat, you'll embrace our vision, our professional standards, and behaviours wholeheartedly and uphold our values, actively contributing to our culture that is open, effective, customer-driven and driven by curiosity.

Who we are

We're a Housing Association, offering hybrid working, competitive pay and a supportive environment.

Our vision is to lead as a customer pioneer, driven by outside-in thinking, and dedicated to delivering an exceptional customer experience. We value every colleague and every team and want to support you in being the best you can be.

How we work

Our values and the way we behave form the cornerstone of our journey to achieving our purpose of 'opening doors to better lives' for our customers and our vision to become Customer Pioneers. Our standards and behaviours support our values and they provide clear expectations about how we behave and work as Moat Housing Professionals. You can find these below and the full behaviour framework on our website or intranet.

Be the Change

Be flexible and adaptable to change, sharing ideas and focusing on solutions.

Our Standards

Be inclusive
Be a leader

Our Behaviours

Be adaptable
Be smart working

Better Together

Set high standards, working together and welcoming every opportunity to learn and improve.

Our Standards

Be knowledgeable
Be skilled

Our Behaviours

Be collaborative
Be smart working

Own it

Take personal responsibility for making things happen and seeing things through.

Our Standards

Show integrity
Be ethical

Our Behaviours

Be empowered
Be accountable

Lead by Example

We work hard for our customers and take pride in making a difference to their lives.

Our Standards

Be an advocate

Our Behaviours

Be supportive
Be nurturing

We recognise the significance of equality, diversity, and inclusion (EDI) in achieving success, and we're fully committed to being genuinely inclusive in everything we do. As a Moat Housing Professional, we expect you to show strong commitment to our approach to EDI and to our health and safety, compliance, and code of conduct policies and practices.

Digital Field Support Engineer

Who's in my team?	
Team	Data & Technology
Line Manager	Service Delivery Manager
My direct reports	N/A
Updated	January 2026

What's my role?

The primary focus of this role is to assist with the rollout of our digital switchover project. This is to assist with the installation of Internet connectivity at our numerous sites, and support our third party venders installation and testing of digital alarm line solutions. During downtimes of the project you will be required to provide a professional, high quality technical support service to the end users of IT technical services, ensuring value for money. To monitor and manage requests for support from 3rd Parties, keeping both end users and IT appraised of progress.

What am I accountable for?

- Working at our many sites overseeing installation and testing of new internet connections

- Run through installation, testing and documenting with 3rd parties to ensure alarm line systems are working to specification.

- Audit and document all site locations, including all equipment, photograph setup and uploading all data to our ITSM tool.

- Handle all incoming tickets accurately and consistently to deliver customer satisfaction, maintaining a calm, positive and professional attitude at all times. Logging these calls on the IT service management system, monitoring ticket status, providing regular feedback and drive resolution of all open calls within agreed SLA limits.

- Receive and handle requests for information, and provide routine advice to customers on systems, products and services which are available to them.

- Provide technical support on software, hardware, and communications issues to users, liaising with colleagues, as appropriate, to ensure a high level of support.

- Provide an effective interface between customers and service providers, including documenting problems, progress checking, and ensuring all diagnostic information is provided for error resolution and incident analysis.

Moat

- Assist with the monitoring, support, and administration activities necessary to ensure all systems are kept operational, clear, secure, legal and virus free.

- Provide administrative support to the Service Delivery Manager for contract and maintenance renewals, together with software and hardware asset management.

- To carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.

- Keeping accurate records and manage all data in accordance with our Data Governance Framework, relevant legislation, and best practice. You must also understand and fulfil your responsibilities as set out in this framework.

- Carrying out my work in line with our:
  - Professional standards, reflecting our values and behaviour framework
  - Policies, procedures, and code of conduct
  - Commitment to equality, diversity, and inclusion
  - Health and safety responsibilities
  - Confidential reporting (whistleblowing) polices

What do I need?

Entry Requirements:
- Must drive and have access to a car every day
- Good standard of general education
- Some relevant IT certifications (e.g., A+, Network+, MCDST etc)
- Thorough understanding of:
  - Windows Client installation, configuration and troubleshooting
  - Client PC hardware and software maintenance
  - Printer / Scanner support and maintenance
  - MS Office applications.
  - Messaging and e-mail technologies
  - Internet technologies
  - Cabling solutions

Proficient Requirements:
- Knowledge of:
  - MS Platforms (server applications including Exchange and SQL server)
  - TCP/IP protocols and configuration
  - Cisco IP telephony, switching and routing technologies
  - Virtualisation technologies (server desktop and application)
  - ITIL framework