

Role: **Field Service Engineer**
Reporting to: Head of Client Experience
Location: The Maltings, Pury Hill Business Park, Alderton Road, Towcester, NN12 7LS
Status: Permanent
Hours: 37.5 hours per week between 8am – 6pm Mon to Fri
Salary: Available Upon Application
Holiday: 25 days plus Bank Holidays, and 3 days Christmas shut down

The Company

At Digital Origin, we are transforming the way UK businesses stay connected by delivering seamless managed solutions. With IT, Cyber Security, Connectivity & Voice services all interconnected, alongside our Digital Display product - we offer the simplicity of a single supplier, one helpdesk, and one monthly bill. Guided by our mission to Find, Win, Keep, and Evolve, we are dedicated to building lasting client relationships and exceeding expectations. At the heart of our success is a high-energy, positive culture of teamwork that sets us apart and drives us forward.

Role

We are seeking a proactive and client-focused Field Service Engineer to join our nationwide technical team. In this role, you will be responsible for on-site installation, deployment, and support of IT, networking, and software for a wide range of clients. You will act as the face of Digital Origin, ensuring every client interaction reflects our commitment to excellence, reliability, and professionalism.

Key Responsibilities

- Install, configure, and deploy IT hardware, software, and networking equipment on client sites nationwide.
- Provide on-site troubleshooting and technical support for hardware, software, and connectivity issues
- Work closely with the Service Delivery, Service Desk and Projects teams to deliver solutions and ensure seamless handover of deployed systems.
- Maintain accurate documentation of all site visits, installations, and configurations and store details internally
- Perform routine maintenance and system checks on client equipment as required.
- Support installation and configuration of digital display and audio-visual solutions.
- Deliver outstanding client service through professional communication, presentation, and problem-solving skills.
- Ensure all company vehicles, tools, and equipment are maintained to a high standard and used safely.
- Adhere to Digital Origin's policies on health and safety, data protection, and quality assurance.

Skills & Experience

- Proven experience as a Field Engineer, IT Support Engineer, or similar hands-on technical role.
- Strong understanding of IT infrastructure, including PCs, servers, routers, switches, firewalls, and wireless solutions.
- Experience deploying and supporting Microsoft Windows operating systems (desktop and server) and Microsoft 365.
- Knowledge of network configuration and troubleshooting (TCP/IP, DNS, DHCP, VPN).
- Familiarity with VoIP and unified communications solutions.

- Understanding of basic cyber security principles and endpoint protection tools.
- Experience with digital signage or AV systems advantageous.
- Full UK driving licence (company van and tools provided).
- Excellent communication skills and a commitment to exceptional customer service.

Additional Information

This is a field-based role covering sites nationwide. Occasional overnight stays may be required. You will be provided with a company van, tools, mobile device, and laptop to support your work. Digital Origin offers ongoing professional development opportunities and a supportive environment where technical excellence and client satisfaction are at the heart of everything we do.

Package:

- Notice period: Following probation, three months
- Probation: Six-months during which notice period by employee or employer is one month
- Working Hours: 37.5 hours per week within business hours Mon – Fri 9am – 6pm, this may alter based on site visits.
- Annual leave entitlement: 25 days per annum, plus bank holidays and Christmas business closure (3 days).
- Employee bonus scheme
- Employee pension scheme
- Death in Service & Life insurance cover
- Maternity/Paternity leave
- Free onsite car parking
- Free onsite gym membership
- Free Mobile Personal Airtime
- Annual events e.g. Christmas Party, Summer BBQ

Application Process

Please apply through careers@digital-origin.co.uk