

**JOB DESCRIPTION**

**Job Title:** Senior Desktop Developer (EUC)

**Grade:** G

**School/Service:** IT Services

**Campus:** Primarily work from home with but may be asked to attend campus when required.

**Responsible to:** Head of Infrastructure/Solutions Architect (EUC)

**Responsible for whom:** EUC Team

**Liaison with:** All Schools and Services

**Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success. #BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London is underway with its transformational 10-year [Vision 2028 strategic plan](https://issuu.com/universityofeastlondon/docs/annual_review_2020?utm_source=Charlotte%2BWhite%2Btest%2Bmail%2Blist&utm_campaign=46c08a193b-EMAIL_CAMPAIGN_2018_09_19_02_52_COPY_04&utm_medium=email&utm_term=0_e8797a5163-46c08a193b-) led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive, and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

**THE DEPARTMENT:**

UEL (University of East London) IT Services is a centralized resource working collaboratively with the University community to transform UEL's digital landscape in line with the University’s Vision 2028 strategic plan. Engaging in ground-breaking initiatives delivered within a dynamically developing cloud environment, IT Services work closely with staff, students, partners and other key stakeholders to identify technological enhancements to our learning and working environments. We implement, develop and provide support for systems and services within the university’s IT Service Portfolio.

Every member of staff will embrace the University’s values, ensuring their behaviour reflects the ethos of the University, one committed to building a learning community founded on equality of opportunity and celebrating the rich diversity of our student and staff populations.

**JOB PURPOSE:**

The role holder will be a senior member of a multi-disciplinary team consisting of technical specialists. Reporting to the Solutions Architect, the role holder will be expected to deputise and perform as Subject Matter Expert for the SCCM/ECM, Windows Architecture and Cloud workspace environments.

As the Senior developer, the role holder will be responsible for helping with strategy, leading development and management of End User services to the University. This includes (but is not limited to) the Microsoft workspace suite including all Microsoft operating systems. Experience in MAC OS, Windows Desktops/Laptops, Desktops, Mobile Devices including tablets and phones on a variety of platforms. Virtual Desktops and Remote Application provision.

The role is a mix of developing and deploying new services in line with modern industry best practice, and ensuring the existing services are running efficiently and securely. The role holder will perform both a technical leadership and a ‘hands on’ role and will be expected to pass their extensive knowledge and experience onto new and existing technical specialists and delivery experts across the department and to proactively work to improve customer satisfaction and meet SLA/OLA requirements.

**MAIN DUTIES AND RESPONSIBILITIES:**

* To be accountable for the overall delivery and management of the End User Compute team members.
* To develop and help deliver a modern desktop and assist in the development of the skills and expertise of team members, ensuring knowledge is captured and disseminated across the department
* Take responsibility for the evaluation and implementation of a new modern desktop solutions using cloud technologies for customer facing projects. Such solutions must meet the university’s Business Continuity and Disaster Recovery needs while keeping us at the forefront of workspace technology
* Responsible to provide evaluation of technologies that will improve the UEL IT End User Compute provision with a view to improveme options and opportunties to the Senior IT Management team
* To be responsible for the overall delivery and support for the proactive monitoring of UEL IT desktop infrastructure and endpoint devices, diagnosing faults and identify and evaluating remedial actions
* Be responsible for regular monitoring and implementation of the university’s IT policies and standards, in particular software updates and new packages and also including information security processes, best practices and build standards
* Provide analysis of complex operational processes and services in order to mitigate risks, taking proactive action to resolve any issues identified, and to contribute to the production of the necessary policy, process and procedural documentation minimising risk of reoccurrence
* To lead on the creation of high quality training documentation and multiple digital techniques to develop the skills of team members
* To ensure all systems and services are fully documented to appropriate standards to enable effective and efficient support of our systems, including creation of documented processes for frontline staff
* Act as lead consultant to senior stakeholders and maintain as part of EUC team the relationship with them
* To both share service information, work collaboratively across Schools and Services, and follow decisions regarding the university’s services
* Experience in packaging applications for deployment to end user devices via appropriate packaging methods such as Endpoint Manager/Intune, SCCM and Jamf Pro
* Managing the resolution of incidents and problems escalated by supporting IT teams using Industry standard ITIL processes and, where necessary and in collaboration with senior staff, escalate to 3rd party suppliers
* To work in accordance with UEL equality and diversity policies and provision
* Flexible working to support on‐call or rota’d activities may be required.
* Travel between UEL and university sites within the UK will be required
* To undertake such other reasonable duties, commensurate with the grade of the post, as may be required by the Senior Management Team of IT Services

**PERSON SPECIFICATION**

We are looking for a self-motivated, resourceful and innovative person who will report to the Solutions Architect (EUC) and manage members of the EUC Team. The role holder will deputise and have responsibility for the operational, management and delivery of services to end user devices with supporting infrastructure, actively contributing to the achievement of customer satisfaction and SLA/OLA targets.

**Essential criteria**

* A degree level qualification in a relevant subject, and/or demonstrable and significant equivalent experience within the Higher Education Sector (C)
* ITIL Foundation V3 (C)
* Demonstrable and significant experience within large, complex organisations with multiple technologies and endpoints (I)

# Desirable criteria

* Relevant technical certifications in senior desktop developing role (C)
* ITIL Foundation (C)
* Extensive experience in a similar role (A/I)

**KNOWLEDGE AND EXPERIENCE**

# Essential criteria

* Extensive knowledge and aptitude of multiple technologies including Desktop Operating Systems (Windows10 and MacOS), Supporting Technologies (System Centre Configuration Manager), Intune, Application Packaging and other industry standard packaging methods. As well as experience with MAM, AWS Appstream and RemoteApp/Terminal Services infrastructure (A/T/I)
* Extensive experience of emerging desktop management solutions such as Windows Autopilot and Microsoft Endpoint Manager and a strong passion for todays and tomorrow’s technology (T/I)
* Proven advanced knowledge of Active Directory, Organizational Unit design and Group Policy for Windows (T/I)
* Extensive experience of implementing mobile device management solutions across Android and IOS using Microsoft InTune or other Mobile Device Management solution (I)
* Experience in the management and provisioning of Windows devices via modern cloud methods such as AD Azure and Microsoft Endpoint Manager/InTune (A/I)
* Experience of Microsoft Office 365 services and components as they relate to End User device provision, including OneDrive, Threat Protection and Data Loss Protection (A/I)

**ANALYSIS AND RESEARCH**

* Demonstratable understanding and experience in staying up to date with technology and methodologies both in specific manufacturer products and across the wider Information Technology space (I)
* Experience of research and investigating issues and providing solutions to in relation to IT infrastructure services and platforms ensuring the solutions are tested, documented and disseminated to all affected parties (T/I)

**TEAMWORK AND MOTIVATION**

* Excellent leadership, people management and influencing skills which include demonstrable experience of managing teams (A/I)
* A positive team lead who proactively can support the EUC team and activities and is confident to progress to resolve wider escalations (I)

**COMMUNICATION**

* Must have excellent verbal and written communication and interpersonal skills with ability to present ideas and solutions to IT colleagues and business stakeholders (I/P)
* Substantial experience of working with non‐technical stakeholders and communicating highly complex and technical information to such an audience (I)

**PLANNING AND ORGANISING RESOURCES**

* Experience of working in high pressure project environments, producing key deliverables within tight deadlines by effectively managing multiple priorities (I)
* Must be able to demonstrate experience of planning, prioritising and organising own workload on a daily, weekly or monthly basis, co‐ordinating with others, ensuring customer needs and expectations are met, administrative tasks are completed punctually, and all documentation updated effectively (A/I)
* Develop and maintain relationships with key internal and external stakeholders, sharing service information, working collaboratively across schools and services, and influence decisions regarding the university’s services (I)

**INITIATIVE AND PROBLEM SOLVING**

* Must be able to demonstrate established fault diagnosis, troubleshooting skills and support methodologies as well as the ability to apply new technology to business problems and demonstrate examples of independent decision making relating to IT infrastructure in the absence of senior management (I)
* Self-driven and have the ability to use own initiative and tenacity to achieve deadlines and resolve issues. Analytical and methodical approach to problem solving (I)

**OTHER ESSENTIAL CRITERIA**

Commitment to, and understanding of, equal opportunity issues within a diverse and multi‐cultural environment (I)

**Criteria tested by Key:**

A = Application form

C = Certification

I = Interview

T = Test

P = Presentation