

**JOB DESCRIPTION**

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| **Job Title** | **Senior Desktop Engineer** |
| **School /Service** | **IT Services** |
| **Grade** | **G** |
| **Location and Hybrid working status** | **Hybrid with travel to UEL sites as needed** |
| **Reporting to** | **EUC Team Lead** |
| **Line management for** | **Desktop Engineer (As required)** |
| **Key working relationships: Internal** | **Schools and Services** |
| **Key working relationships: External** | **Microsoft, Apple, JAMF, Dell** |
| **Contract type/ Hours** | **Permanent, 1.0 FTE** |

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

**#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking [10-year Vision 2028 strategic plan](https://www.uel.ac.uk/about/vision-2028), orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**BRIEF OVERVIEW OF SERVICE/SCHOOL: IT Services**

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.

**BRIEF OVERVIEW OF THE DEPARTMENT / TEAM**

The university's IT department is relatively small and manages a wide range of critical functions, including Application Development, EUC, Infrastructure (primarily AWS), Integrations, Service Management, AV, and Security. with the EUC team comprising just eight dedicated members. Despite this, within this scope, the EUC team has achieved significant successes, particularly in rolling out essential software solutions that support both academic and administrative functions. Their timely deployment of applications critical for teaching, learning, and research has been a cornerstone of their impact. Additionally, the team has ensured strong desktop compliance, maintaining secure, standardised, and up-to-date systems across the university to meet regulatory and institutional requirements. Scaling to meet growing demand, managing complex incidents and balancing day-to-day operations with strategic initiatives is always challenging but an opportunity to innovate.

**JOB PURPOSE**

We are looking for a self-motivated, resourceful, and innovative individual who can provide within UEL. This role requires a forward-thinking approach to modern desktop delivery, leveraging the latest technologies and practices to enhance the user experience and ensure efficient, secure, and scalable solutions.

The successful candidate will utilise their expertise to technically deliver on requirements, lead EUC (End User Computing) solution development activities, and act as a key point of escalation and engagement for the business into the EUC team. This senior technical position will not only represent a critical role within IT Services but also play a pivotal part in bridging technical innovation and business needs, ensuring alignment with organisational goals.

As a leader in modern desktop delivery, you will drive advancements in client management, device provisioning, and software deployment, promoting collaboration and excellence across the team and the wider organisation.

technical leadership and drive the continuous improvement of client devices and solutions

**KEY DUTIES AND RESPONSIBILITIES**

* Take responsibility for the development and implementation of new End User computing solutions to deliver applications in the right way, at the right time, to the right users

* Keep abreast of emerging technologies and trends and apply to UEL’s solutions and processes as applicable. Evangelising the business benefits of new approaches as necessary, whilst communicating the impact and implication of adoption

* Assisting in the development of the technical roadmap for End User Computing in keeping with the strategies defined by the wider University departments, the IT Services function and the EUC team as appropriate.

* To lead on customer solution engagements and translate business needs into tangible technical solutions, highlighting any gaps in systems or process needed to achieve those goals

* Subject matter expert in End User computing solutions, attending internal and external meetings in that capacity. Ensuring great stakeholder engagement and maintaining EUC relationships into the wider university

* Responsible for regular monitoring and implementation of the University’s IT policies and standards whilst developing and defining standards and policies where gaps are identified.  Working with appropriate teams to ensure governance, best practices and build standards are defined and adhered to

* Bring a progressive mindset to the team to ensure Business Process Automation is embedded into EUC and lead efforts to identify and automate wherever possible

* To lead on the creation of high-quality documentation and multiple digital techniques to develop the skills of team members. Ensuring appropriate standards and practices are developed, and adopted, within EUC to continually improve the transition process of solutions into our Operations teams

* 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

The duties and responsibilities outlined above provide a general overview of the range of tasks that a Senior Desktop Engineer at the University of East London may be required to perform. Please note that this job description is not exhaustive, and additional tasks aligned with the role's grade may be assigned as needed.

The job description may also be updated to reflect changes in circumstances, and employees will be consulted if any amendments are required.

**All employees must adhere to all UEL policies and regulations, demonstrating a commitment to equal opportunities within a diverse and multicultural environment. Employees are also expected to actively contribute to building and maintaining a positive reputation for UEL in all their professional activities.**

**PERSON SPECIFICATION**

The University's Core [Values](https://www.uel.ac.uk/about/governance/ethical-framework) are **Passion, Inclusion, Courage**, and they are at the root of everything we do and everyone in our community is expected to demonstrate them.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

|  |  |  |  |
| --- | --- | --- | --- |
| Education, Qualifications and Achievements | Essential | Desirable | Criteria assessed by |
| *Degree in Computer Science, IT, or equivalent experience.* |  |  | **A/C/I** |
| *High Level Microsoft qualification in End User technologies, or significant experience in a comparable role, that demonstrates knowledge and proficiency.* |  |  | **A/C/I** |
| *Evidence of leading solution development and successful deployment into an Enterprise environment, including transition into Operations* |  |  | **A/I** |
| *Experience of holding a technical leadership responsibility within a team* |  |  | **A/I** |
| *Proven track record of designing and implementing large-scale EUC solutions.* |  |  | **A/I** |
| *ITILv4 Foundation or higher* |  |  | **A/C** |
| *Higher Education Sector experience* |  |  | **A/I** |
| *Project management qualification would be advantageous.* |  |  | **A/C/I** |
| Experience/Knowledge |  |  |  |
| *Expert knowledge of Microsoft and Apple Operating Systems and Supporting Infrastructure (SCCM, MEM, JAMF etc)* |  |  | **A/I** |
| *Experience of application packaging and delivery through approaches such as VDI, ThinApp, AWS Appstream, Citrix, RemoteApp etc; including technical design and delivery of the supporting infrastructure.* |  |  | **A/I** |
| *Experience developing Zero Touch deployment solutions, or related automation of client OS systems, reducing TCO and improving the overall customer experience with regards to End User Computing services* |  |  | **A/I** |
| *Expert knowledge in the management and provisioning of Windows devices via modern deployment methods such as Microsoft Windows Autopilot and Microsoft Endpoint Manager.* |  |  | **A/I** |
| *Experience implementing mobile device management solutions across Android and IOS using commercial solutions as appropriate* |  |  | **A/I** |
| *Experience defining, ensuring adherence and evangelising governance with regards to solution configurations in a secure by design environment.* |  |  | **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** |
| *Familiarity with compliance standards like ISO 27001, GDPR, and Cyber Essentials.* |  |  | **A/I** |
| *Expert knowledge of Microsoft Identity and Access Management solutions with regards to authentication, authorisation and configuration of EUC services and solutions* |  |  | **A/I** |
| *Experience of MS, and non-MS, solutions as they relate to End User device Threat Protection and Data Loss Protection.* |  |  | **A/I** |
| *Experience managing telemetry indicators from end devices to make proactive security and support decisions e.g. centralised logging, EDR, proactive incident response etc* |  |  | **A/I** |
| *Experience in automating asset management with regards to End User compute devices.* |  |  | **A/I** |
| Other Competencies required |  |  |  |
| *Excellent people management skills including leading and organising technical work groups.* |  |  | **A/I** |
| *A positive team influencer who can proactively support and guide work activities and is confident to take ownership of challenges, progressing to resolution or escalation.* |  |  | **A** |
| *Demonstratable track record of horizon scanning and evangelising new technologies appropriately within a business.* |  |  | **A/I** |
| *An SME in EUC related solutions, with demonstrable experience of owning technical architecture and delivery for specific technologies, driving them to fruition by leveraging teammates and own technical ability.* |  |  | **A/I** |
| *Strong analytical and critical thinking skills to resolve complex issues. Experience of investigating incidents and problems through rigorous process and providing solutions that are tested, documented and disseminated to all affected parties.* |  |  | **A/I** |

Criteria assessed by Key:

A = Application form/CV C = Certification I = Interview P = Presentation task Other Activity = (please specify e.g

Micro teaching, test etc.)

**Further Information:**

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.