

**JOB DESCRIPTION**

**Job Title:** Desktop Engineer - End User Compute Team

**Grade:** F

**School/Service:** IT Services

**Campus:** All campuses - Hybrid

**Responsible to:** EUC Team Lead

**Responsible for whom:** None

**Liaison with:** All Schools and Services

**ABOUT THE UNIVERSITY OF EAST LONDON:**

The University of East London has been pioneering futures since 1898: from the 2nd Industrial Revolution through to where we are now, the 4th. We are a careers-led university, dedicated to supporting our students to develop the skills, emotional intelligence and creativity needed to thrive in a constantly changing world.

Vision 2028 has been developed to transform our curriculum, pedagogy, research impact and partnerships to make a positive difference to student, graduate and community success. Our ambitious but achievable goal is to become the leading careers-focused, enterprising university in the UK, one which both prepares our students for the jobs of the future and provides the innovation to drive that future sustainably and inclusively.

**THE DEPARTMENT:**

UEL IT Services is a centralised 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.

**JOB PURPOSE:**

The primary purpose of the role is to provide technical expertise and knowledge within the End User Compute team to ensure UEL’s students and staff receive the highest quality experience for their digital workspace enviroments. This includes the provision and support of a unified desktop environment (UDE) including Microsoft builds for University supplied desktops, laptops, tablets with operating systems including Windows, Mac, Android and IOS based services. Current Windows 10 provision uses Active Directory and Microsoft SCCM, but there is an expectation of developing a Microsoft Modern Desktop.

Reporting to the Head of Service Support and Infrastructure and the Solutions Architects team, the role holder will 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 through SLA/OLA targets.

**MAIN DUTIES AND RESPONSIBILITIES:**

* Ensure existing and future IT Workspace components such as desktop, laptops, tablets, Mac and Windows devices are configured, installed, operated and maintained optimally to agreed availability, performance, and reliability and cost measures
* Work with the Solutions Architects to develop and deliver a modern cloud managed desktop service for the University
* Package applications for deployment to end user devices via appropriate packaging methods such as Endpoint Manager/Intune, SCCM and Jamf Pro
* Ensure all systems and services are fully documented to appropriate standards to enable effective and efficient support of the environments in all circumstances, including creation of documented processes for frontline staff
* Develop and maintain relationships with key internal and external stakeholders, to both share service information, work collaboratively across Schools and Services, and influence decisions regarding the University’s services
* Responsible for implementing the University’s IT policies and standards, including information security processes, best practices and build standards
* Assist the EUC Software Packaging Specialist with the annual software trawl ensuring learning and teaching software is deployed and ready for the new academic session
* Proactively manage the resolution of complex incidents and problems escalated by supporting IT teams using Industry standard ITIL processes and, where necessary and in collaboration with senior managers, 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 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

The duties and responsibilities outlined above provide a general overview of the range of tasks that a **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**

Reporting to the Head of Service Support and Infrastructure and working closely with the Solution Architects team, the role holder will 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.

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential criteria**

• Degree or equivalent significant practical experience that demonstrates relevant level of knowledge and skills

# Desirable criteria

* Relevant technical certifications in desktop device management and support **(A/C)**
* ITIL Foundation **(A/C)**
* Extensive experience in a similar role within the Higher Education Sector **(A/I)**

**KNOWLEDGE AND EXPERIENCE:**

# Essential criteria

Excellent understanding and aptitude of multiple technologies including Desktop Operating Systems (Windows10 and MacOS), Supporting Technologies (System Centre Configuration Manager), Intune, Application Repackaging, AWS Appstream and RemoteApp/Terminal Services infrastructure **(A/T/I)**

Understanding of emerging desktop management solutions such as Windows AutoPilot and Microsoft Endpoint Manager and a strong passion for today’s and tomorrow’s technology **(I)**

Excellent understanding of Active Directory, Organisational Unit design and Group Policy for Windows **(A/I)**

Experienced in the packaging and deployment of applications to endpoint devices with SCCM and Intune, and other industry standard packaging methods **(A/I)**

Experience of implementing mobile device management solutions across Android and IOS using Microsoft InTune or other Mobile Device Management solution **(A/I)**

# Desirable criteria

Experience in the management and provisioning of Windows devices via modern cloud methods such as Microsoft Windows Autopilot and Microsoft Endpoint Manager/InTune **(A/I)**

Experience of Microsoft 365 services and components as they relate to End User device provision, including OneDrive, Threat Protection and Data Loss Protection

**ANALYSIS AND RESEARCH** Demonstratable commitment to staying up to date with technology and methodologies both in specific manufacturer products and across the wider Information Technology space **(I)**

Experience of investigating issues and providing solutions to problem tickets generated in relation to IT infrastructure services and platforms ensuring the solutions are tested, documented and disseminated to all affected parties **(A/I)**

**COMMUNICATION**

Must have excellent verbal and written communication and interpersonal skills with ability to present ideas, designs

and solutions to IT colleagues and business stakeholders **(A/I/P)**

**PLANNING AND ORGANISING RESOURCES**

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)**

**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 **(A/T/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)**

**PASTORAL CARE AND WELFARE**

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

**OTHER ESSENTIAL CRITERIA:**

Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment **(I)**

**Criteria tested by Key:**

A = Application form P = Presentation

C = Certification R = Research papers

I = Interview T = Test