JOB DESCRIPTION

Job Title:	**Desktop Support Team Manager**
Grade:	**G**
School/Service:	**IT Services**
Campus:	**All Sites**
Responsible to:	**Head of Infrastructure**
Responsible for whom:	**The Desktop Specialists**
Liaison with:	**All Schools and Services**

JOB PURPOSE:

The primary purpose of the role is to lead the Desktop Specialists Team and ensure that UEL's students and staff receive the highest quality experience for their workspace services. This includes provision of desktop, laptop, tablet, Windows, Mac and BYOD services. This includes the design and provision of a unified desktop environment (UDE) build for University supplied desktops, laptops, tablets operating Windows, Mac, Android and IOS based services. The role holder will provide or validate technical designs for new IT desktop and supporting infrastructure relating to the end user workspace including hardware and software solutions required to support business initiatives.

The role holder will lead a multi-disciplinary team consisting of technical specialists and delivery experts, while performing a 'hands on' technical role as well. Reporting to the Head of IT Infrastructure, the role holder will have responsibility for the operational development, management and delivery of Windows and Mac endpoint devices with supporting infrastructure (SCCM, CASPER, Microsoft InTune Mobile Device Management, AzureAD), actively contributing to the achievement of customer satisfaction and SLA/OLA targets.

MAIN DUTIES AND RESPONSIBILITIES:

- Provide technical leadership of the Desktop Team, ensuring UEL business requirements and service quality levels are met

- Responsible for the proposal, design and implementation of solutions to business led and technology driven projects including both short and long term projects, locally or Cloud hosted. Such solutions must also meet the University's Business Continuity and Disaster Recovery needs

- Responsible for validating externally produced designs for service enhancements, products and solutions

- Evaluation of technologies that will improve the UEL IT workspace provision, recommending and advising on strategic changes

- In collaboration with the Customer, Supplier & Engagement Manager, provide effective management of supplier relationships, driving commercial value and the quality of services being delivered by key suppliers

- 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

- Assisting the Head of IT Infrastructure with annual budget and strategy planning

- Ensure IT Workspace components such as desktop, laptops, tablets, devices are installed, operated and maintained optimally to agreed availability, performance, and reliability and cost measures

- Assisting to develop the skills and expertise of team members and ensuring knowledge is captured and disseminated across the team

- Responsible for the packaging of end user applications and their deployment or distribution to endpoint devices

- In collaboration with the Customer, Supplier & Engagement Manager, conduct a software trawl ascertaining user software requirements, collating requests from Schools and Services on an annual basis, scheduling packaging resources to achieve UEL calendar constraints

- Evaluation of technologies that will improve the UEL IT infrastructure with a view to recommending such as improvement opportunities to the Senior IT Management team

- Responsible for proactive monitoring of UEL IT desktop infrastructure and endpoint devices, diagnosing faults and identify and evaluating remedial actions

- Responsible for regular monitoring and implementation of the University's IT policies and standards in particular to software updates and new packages and also including information security processes, best practices and build standards

- May be required to take on one of the ITIL Process Owner or Process Manager roles within the IT Services department

- Design, implement and oversee the process to proactively manage the resolution of complex incidents and problems escalated by supporting IT teams using Industry standard ITIL processes, including managing escalations to 3rd party suppliers, which may have significant implications for the University's IT services

- To analyse 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 ensure the IT systems Desktop components including Windows and MAC desktops, and Android and IOS mobile devices are evaluated, tested, installed, operated and maintained optimally, to agreed security, availability, performance, and reliability standards

- 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

- 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 as will wider UK travel to attend supplier and trade events

- 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

Post: Desktop Support Team Manager   **School/Service:**   IT Services

Grade: G   **Campus:**   All Sites

EDUCATION QUALIFICATIONS AND ACHIEVEMENTS:

Essential criteria

- Degree or equivalent significant practical experience that demonstrates relevant level of knowledge and skills **(A/C)**

And/Or

- Extensive experience in a similar role within the Higher Education Sector **(A/I)**
- ITIL Foundation V3 **(A/C)**

Desirable criteria

- Relevant certifications in IT Security and technology related subjects eg. Microsoft Workstation qualifications, Apple Certified Professional etc (A/I)

KNOWLEDGE AND EXPERIENCE:

Essential criteria

Excellent leadership and influencing skills that include demonstrable experience of leading teams (A/I)

Effective management of supplier relationships, driving commercial value and the quality of services delivered by key suppliers (A/I)

Experience of working with non-technical stakeholders and communicating highly complex and technical information to such an audience (A/I)

Must be able to demonstrate an extensive working knowledge of current and emerging desktop and cloud technologies and be able to detail the support challenges for these technologies describing how to overcome these and incorporate them into your daily working practice **(A/T/I)**

Expert understanding of multiple technologies including Operating Systems (Windows 7, Windows10 and MacOS), Supporting Technologies (System Centre Configuration Manager, App-V, CASPER), Application Repackaging and Deployment, and RemoteApp/Terminal Services infrastructure. **(A/T/I)**

Excellent understanding of Active Directory, Organizational Unit design, Group Policy, DNS and DHCP covering Windows 7 – Windows10 **(A/T/I)**

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

Excellent knowledge and understanding of, as well as experience in, designing and implementing mobile device management solutions across Android and IOS using Microsoft InTune or other Mobile Device Management solutions **(A/I)**

Experience in implementing and working to ITIL standards ensuring consistent quality of service delivery (A/I)

Demonstrable experience of policy and process design and implementation for Desktop deployment, support and use

Desirable

Evidence of relevant certifications industry qualifications will be an added advantage (A/C/I)

ANALYSIS AND RESEARCH
Using all available data, as well as researching various media sources, identify 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)**

Evaluate documented resolutions and analyse trends for ways to prevent future problems from occurring **(A/I)**

Demonstrate commitment to staying up to date with technology and methodologies both in specific products and across the wider Information Technology space

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)**

Responsible for managing ad-hoc teams to deliver IT activities as necessary, planning the work of the team and reporting progress to senior management **(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)**

Responsible for decision making and proactive management of UEL IT infrastructure, diagnosing faults and identifying and evaluating remedial actions. The role holder will be required to demonstrate examples of independent decisions affecting IT infrastructure in the absence of senior management

PASTORAL CARE AND WELFARE
Must be able to demonstrate experience in managing customers in a variety of emotional states and potentially confrontational situations, as well of experience in guiding and supporting colleagues in similar situations **(A/I)**

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

Criteria tested by Key:
A = Application form   P = Presentation
C = Certification   R = Research papers
I = Interview   T = Test