

## Job Description

**Job Title: End User Computing Team Leader**

**(Staff Support / Teaching & Learning Spaces / Software Deployment)**

**Directorate: Digital and Technology**

**Grade: F**

**Role profile: SMF2**

**Full time (37 hours per week)**

**Permanent**

	Duties of the role
<b>Overall purpose of the role</b>	<p>The postholder will leverage their technical expertise and comprehensive knowledge to oversee the design, configuration, security, monitoring, management, and support of the desktop, print and mobile environments. This role entails hands-on responsibilities, including hardware lifecycle management, software deployment, image building, application virtualisation, endpoint security, and antivirus management.</p> <p>The Lead will oversee the image building and deployment process and management of a desktop estate for staff devices, Teaching &amp; Learning spaces, Post-Grad, PhD and Research spaces encompassing software assessment and packaging. They will ensure that the necessary supporting technologies are in place to maintain the operational integrity of the University's desktop estate, with a strong emphasis on security and resilience.</p> <p>In this role, the Lead will provide expert advice and guidance to enhance digital efficiency and utilisation, ensuring a seamless and effective service for all users.</p> <p>Reporting to the End User Computing Manager, this role requires collaboration with university stakeholders to enhance service delivery and promote an inclusive digital environment. Engaging in relevant Communities of Practice will also be essential to drive continuous improvement and innovation within the IT service offerings.</p>
<b>Main duties and responsibilities</b>	<ul style="list-style-type: none"> <li>• Develop and implement a comprehensive strategy for backend systems that facilitate the efficient packaging, testing, and deployment of software across all computing environments, including Windows, macOS, and Linux.</li> <li>• Ensure all systems are configured, managed, and maintained to provide a resilient and adaptable delivery of hardware and software services in line with university needs.</li> <li>• Define and document policies and processes necessary for the effective delivery of desktop estate and services, ensuring alignment with security standards and institutional policies.</li> <li>• Lead the refresh process for hardware and software on all desktops, overseeing the hands-on delivery of new software versions, upgrades, updates, and security patches.</li> <li>• Manage the configuration of desktop base images tailored for computer labs, Teaching &amp; Learning spaces, and staff devices, ensuring successful provisioning for annual clearing operations.</li> <li>• Develop and manage a high-performing, customer-focused team aligned with the university's values, promoting accountability, motivation, and improved performance.</li> </ul>

- Provide hands-on support for the team in generating images, packaging software, and implementing security measures, including antivirus and software updates.
- Manage the refresh of the desktop estate, leading the team to scope, procure, package, test, and deploy hardware and software using optimal tools and methodologies.
- Management of the lifecycle of hardware, software and digital assets, including: receipt and security of new physical assets, the stock room, inventory levels, disposals, desktop license management, license tracking policies, license compliance and utilisation, recommendations and options for value for money for purchases and renewals.
- Provide governance and expertise to all aspects of the end to end asset and configuration management processes, ensuring compliance with established policies and procedures.
- To manage agreed Asset Register and Configuration Management Databases (CMDB) and IT Service Management toolsets ensuring a robust procedural framework is in place and adhered to in order to maintain information accuracy.
- Lead on the development and maturity all asset and configuration management policies, procedures and documentation on a regular basis to ensure best practice. Ensure that any Service Knowledge Management system records are kept up to date
- Collaborate with key suppliers to understand product roadmaps and evaluate new offerings, producing business cases for funding through the annual planning cycle as needed.
- Deliver a support service that meets agreed service levels, responding to incidents and requests providing technical support for high-priority incidents.
- Support the change management process by documenting and managing changes in accordance with university protocols, attending Change Advisory Board (CAB) meetings to present change requests.
- Contribute to maintaining operational relationships with suppliers and vendors, fostering a culture of collaboration and transparency within the team and across D&T.
- Promote a culture of continual service improvement, ensuring that knowledge is effectively transferred within the team and that documentation is kept current to support operational efficiency.
- Perform any other duties commensurate with the job grade as reasonably required from time to time.
- Role model and act in accordance with the University's Leadership and Management Standards and Behaviours framework aligned to DMU values:
- Collaborative - encourage my team to collaborate and share best practices, set clear and aspirational goals, create outcome-focused work plans, and recognise strengths and support development.
- Compassionate - provide honest and constructive feedback, foster a safe and open work environment, deliver difficult decisions with credibility, and act with integrity and transparency.

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|  | <ul style="list-style-type: none"><li>• Creative - create an environment that encourages questioning and idea sharing, minimises bureaucracy, facilitates open discussions about mistakes, and involves teams in continuous service improvement.</li><li>• Community minded - encourage diverse perspectives, promptly address conflicts and inappropriate behaviours, and foster a culture of mutual respect.</li><li>• Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.</li><li>• All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land.</li><li>• The postholder should have a positive attitude towards health and safety and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.</li></ul> |
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# Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
<b>Qualifications &amp; Training</b>	Educated to A-Level or equivalent qualification	Essential		X			X
	Professional ICT Qualification such as ITIL Version 3 Foundation or equivalent qualification/equivalent experience.		Desirable	X			X
	Educated to degree level or equivalent ICT qualification or experience		Desirable	X			X
<b>Previous Work Experience</b>	Demonstrable experience in IT service delivery and management, specifically within end-user computing environments.	Essential		X	X	X	
	Hands-on technical experience and expertise in software deployment, image building, application virtualization, and endpoint security, with a strong focus on Windows, macOS, and Linux systems.	Essential		X	X	X	
	Experience in leading projects related to hardware deployments, software packaging, testing, and deployment, including the refresh and upgrade processes for desktop environments in an educational or other setting.	Essential		X	X	X	
	Proven experience in managing relationships with IT suppliers and vendors, including evaluating new products and services, negotiating contracts, and supporting business case production for funding.		Desirable	X	X		
	Experience of working within Higher Education sector		Desirable	X	X		
<b>Specific Knowledge/Skills /Abilities/ Motivation/ Attitude Required</b>	Excellent analytical and troubleshooting skills, with the ability to respond effectively to incidents and high-priority requests in a timely manner.	Essential		X	X		
	Strong understanding of end-user computing technologies, including desktop imaging tools, software packaging tools (e.g., SCCM, Intune), and antivirus management solutions.	Essential		X	X	X	

	Experience providing governance and expertise to all aspects of the end to end asset and configuration management processes, ensuring compliance with established policies and procedures	Essential		X	X		
	In-depth knowledge of information security principles, frameworks, and best practices, including experience in defining and documenting policies aligned with institutional and security standards.		Desirable	X	X		
	Ability to create and maintain clear and comprehensive documentation of processes, policies, and changes in accordance with university protocols, including experience with change management processes.		Desirable	X	X		
	Strong interpersonal and communication skills, with the ability to effectively collaborate across teams and with stakeholders to enhance digital efficiency and utilisation, fostering a culture of transparency and cooperation.	Essential		X	X		
	Ability to lead and mentor a technical team, promoting a culture of continual service improvement, and ensuring high levels of service delivery in accordance with agreed service levels.	Essential		X	X	X	
	Proven ability to manage supplier relationships and develop partnerships with suppliers, including evaluating new products and services, negotiating contracts and producing business cases for funding.		Desirable	X	X		
<b>Out of Hours</b>	Ability to be part of an on-call rota that supports key IT services outside of core business hours	Essential		X	X		
<b>Equality and diversity</b>	Able to provide a service to a diverse range of people to promote good relations and equality	Essential		X	X		
<b>Our Values and Behaviours at DMU</b>							
<b>We are Collaborative</b> – we work together to get things done	<p>We support each other to achieve joint outcomes</p> <p>We understand how our work contributes to DMU</p> <p>We are aware of our personal impact on others</p>	Essential			X		
<b>We are honest and Compassionate</b>	<p>We are open, honest and caring We work on a trust basis</p> <p>We hold ourselves accountable for our actions</p>	Essential			X		

<b>We are innovative and Creative</b>	We constantly strive for better We challenge bureaucracy and explore digital solutions We are innovative and creative	Essential			X		
<b>We are a community</b> – we value and champion difference	We embrace alternative views We treat others with respect We tackle inequalities	Essential			X		

**\*A = Application Form; I = Interview; T = Test; D = Documentary Evidence**