

## Job Description

### Job title: Senior End User Computing Engineer

(Staff Support / Teaching & Learning Spaces / Software Deployment / Asset & Configuration)

Directorate: Digital and Technology

Grade: E

Job Family: IT Service Operations

Full time: (37 hours per week), Permanent

Role profile: TSE1

	Duties of the role
<b>Overall purpose of the role</b>	<p>The postholder will utilise their technical skills and in-depth knowledge to complete specialist, technical tasks to ensure service delivery within the Technology Directorate and will utilise their expertise to provide expert advice and guidance to enable and maximise digital efficiency / digital utilisation.</p> <p>The postholder will utilise their technical skills and be responsible for design, configuration, security, monitoring, management and support of the desktop, print and mobile environment. Hands-on delivery including software deployment, image build, application virtualisation, end point security and antivirus requirements. Leading the process of image build and deployment to Teaching &amp; Learning and staff devices including software assessment and packaging. Ensure the supporting technologies are in place to sustain the operation of the University desktop estate with a priority given to security and resilience.</p>
<b>Main duties and responsibilities</b>	<ol style="list-style-type: none"> <li>1. Administer and maintain a fleet of desktop, print and mobile devices, including Windows PCs, laptops, Mac computers, and mobile devices (iOS and Android). Ensure consistent configuration, performance, and security across all user endpoints.</li> <li>2. Build and configure desktop base images for Windows, Mac &amp; Linux, tailored for different environments (e.g., IT labs, staff, Teaching &amp; Learning spaces). Oversee the provisioning and deployment of images for specific projects, such as annual T&amp;L spaces refresh and clearing operations.</li> <li>3. Collaborate with stakeholders to scope, procure, and package software for deployment across the university's computing environment. Utilise tools such as Microsoft System Centre Configuration Manager (SCCM), JAMF and InTune to ensure successful and efficient software delivery.</li> <li>4. Enhance endpoint security through the configuration and deployment of antivirus software, encryption tools, and other security measures. Regularly apply software updates and security patches to mitigate vulnerabilities and ensure compliance with security standards.</li> <li>5. Manage and maintain desktop deployment tools, including SCCM and JAMF, to ensure efficient software distribution, patch management, and system updates. Implement proactive changes and enhancements to maintain a secure and optimised PC environment.</li> </ol>

	Duties of the role
	<ol style="list-style-type: none"> <li>6. 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.</li> <li>7. Respond to incidents and service requests related to hardware, imaging, device configuration, and software issues. Provide technical support for high-priority incidents and ensure timely resolution in line with agreed service levels.</li> <li>8. Contribute to the change management process by preparing detailed change requests and presenting them at Change Advisory Board (CAB) meetings. Ensure all changes are documented, reviewed, and approved following standard protocols.</li> <li>9. Assist in managing operational relationships with suppliers and vendors, providing input on performance and service quality. Work with external partners to ensure the delivery of reliable and effective end-user solutions.</li> <li>10. Collaborate with other IT teams to share knowledge, best practices, and process improvements. Identify and address process gaps, fostering a culture of transparency and teamwork across the department.</li> <li>11. Ensure thorough knowledge transfer within the team by maintaining up-to-date documentation, guides, and training materials. Support colleagues by sharing expertise and insights on new technologies and solutions.</li> <li>12. Participate in the development, review, and implementation of the university's ICT strategy, with a focus on end-user computing services. Contribute to a culture of continual service improvement, identifying areas for enhancement and innovation.</li> <li>13. Engage with key stakeholders across the university to ensure effective service delivery and communication. Ensure compliance with information systems standards, security policies, and relevant legislation, representing IT Services in both internal and external forums as needed.</li> <li>14. Perform any other duties commensurate with the job grade as reasonably required from time to time.</li> <li>15. Act in accordance with DMU Values: <ol style="list-style-type: none"> <li>○ Collaborative – Work together to achieve joint outcomes, understand how your work contributes to DMU, and be aware of your personal impact on others.</li> <li>○ Compassionate – Be open, honest, and caring, work on a basis of trust, and hold yourself accountable for your actions.</li> <li>○ Creative - Strive for better, challenge bureaucracy, explore digital solutions, and innovate creatively.</li> <li>○ Community minded - Embrace alternative views, treat others with respect, and tackle inequalities.</li> </ol> </li> <li>16. 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> </ol>

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|  | <p>17. 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.</p> <p>18. 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.</p> |
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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>	A-Level or equivalent vocational education	Essential		X			X
	Educated to degree level ITIL Foundation Certificate		Desirable	X			X
	Relevant academic/professional qualification in an IT-related field		Desirable	X			X
<b>Previous Work Experience</b>	Demonstrable experience in administering and maintaining a diverse range of end- user Desktop & Print devices, including Windows, Mac, Linux and mobile devices (iOS and Android). Experience should include tasks such as configuring, securing, and managing device performance across various environments	Essential		X	X	X	
	Demonstrable experience of server software required to configure and manage a desktop environment including desktop security and patching	Essential		X	X		
	Hands-on experience in software packaging, deployment, and updates using tools like Microsoft System Centre Configuration Manager (SCCM) JAMF and Intune. Experience in collaborating with stakeholders for software scoping and procurement	Essential		X	X	X	
	Experience in managing and resolving incidents related to device imaging, software deployment, and configuration issues	Essential		X	X	X	
	Experience of working within Higher Education sector		Desirable	X	X		

<b>Specific Knowledge/Skills /Abilities/ Motivation/ Attitude Required</b>	Strong technical skills in managing desktop deployment tools, particularly SCCM and JAMF. Familiarity with scripting (e.g., PowerShell, Bash) for automation and troubleshooting	Essential		X	X		
	Demonstratable experience in managing an Asset Register and Configuration Management Databases (CMDB) and IT Service Management toolsets	Essential		X	X		
	In-depth knowledge of Windows and MacOS operating systems, including configuration, troubleshooting, and optimisation. Understanding of mobile device management (MDM) principles for iOS and Android platforms	Essential		X	X	X	
	Comprehensive understanding of software deployment processes, package creation, and patch management strategies. Ability to troubleshoot and resolve issues during software rollout and updates	Essential		X	X	X	
	Solid understanding of endpoint security measures, including encryption, antivirus solutions, and compliance with security policies. Knowledge of security patching, vulnerability management, and common cybersecurity threats	Essential		X	X	X	
	Strong interpersonal skills with the ability to effectively engage with stakeholders across different levels of the organisation. Demonstrated capability to collaborate with IT teams and external vendors to deliver reliable end-user solutions and contribute to process improvements		Desirable	X	X		
	Ability to be part of an on-call rota that supports key IT services outside of core business hours	Essential					
<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	We support each other to achieve joint outcomes We understand how our work contributes to DMU We are aware of our personal impact on others	Essential			X		
<b>We are honest and Compassionate</b>	We are open, honest and caring We work on a trust basis We hold ourselves accountable for our actions	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**