

Post Title:	Desktop - Engineer
Grade:	6

Job Description

2.1. Purpose

The Desktop - Engineer will assist in developing, supporting and managing desktop products and services deployed on behalf of the University Group.

The Desktop - Engineer will assist in the day to day operation, security and delivery of our desktop services. They will develop and support products and services that are efficient, secure, perform optimally and are aligned to business goals and objectives. The post holder is responsible for the maintenance of configuration data, capacity planning, service availability and continuity. They will adhere to service levels and all operational processes (such as incident, problem, change management processes) pertaining to desktop services.

The Desktop - Engineer will participate in continuous improvement analysis and design, as well as the development of desktop based solutions.

2.2. Main Duties and Responsibilities

1. Reviews desktop software updates and identifies those that merit action. Tailors desktop software to maximise hardware functionality. Installs and tests new versions of desktop software. Investigates and coordinates the resolution of potential and actual service problems. Prepares and maintains operational documentation for system software. Advises on the correct and effective use of desktop software.
2. Actively maintains knowledge in desktop imaging and application delivery. Provides detailed and specific advice in these areas. Recognises and identifies the boundaries of their desktop knowledge. Collaborates with other specialists, where appropriate, to ensure advice given is appropriate to the needs of the University Group.
3. Configures desktop software and equipment and tests platform-specific versions of one or more desktop products. Reports the outcome of testing and identifies potential improvements to the process and to the desktop products according to agreed designs and standards.
4. Maintains desktop application support processes, and checks that all requests for support are dealt with according to agreed procedures. Uses desktop application management software and tools to investigate issues, collect performance statistics and create reports.

5. Carries out agreed operational procedures, including infrastructure configuration, installation and maintenance. Uses infrastructure management tools to collect and report on load and performance statistics and to automate the provisioning, testing and deployment of new and changed infrastructure. Contributes to the implementation of maintenance and installation work. Identifies operational problems and contributes to their resolution.
6. Initiates and monitors actions to investigate and resolve problems in systems, processes and services. Determines problem fixes/remedies. Assists with the implementation of agreed remedies and preventative measures.
7. Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures.

Deputises for the Desktop - Manager as required.

AND such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

2.3. Supervision Received

Line management is from the Desktop - Manager.

2.4. Supervision Given

None.

2.5. Contacts

- IT Services staff, including Executive Team.
- Staff and students in other Schools / Support Areas of the University Group.
- External Suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
Education & Qualifications	<ul style="list-style-type: none"> • A degree relevant to IS/IT. • Or full membership of an IS/IT professional body. • Or substantial experience in lieu of the above which demonstrates a professional approach to IS/IT development. 	<ul style="list-style-type: none"> • MCSE (Mobility). • MCSE (Productivity). • ACSP. • ITIL. • CISSP.
Knowledge & Experience	<ul style="list-style-type: none"> • Experience of building and operating IT infrastructure. • Digital business literacy. 	<ul style="list-style-type: none"> • Understanding of business organisation, politics and culture. • Ability to understand related industries. • Higher Education experience.
Interpersonal Skills	<ul style="list-style-type: none"> • Results orientation. • Collaboration / teamwork. • Adaptability. • Openness to learning. • Communication, listening and information gathering. • Creative and innovative thinking. 	<ul style="list-style-type: none"> • Conceptual thinking. • Strategic thinking. • Leading, inspiring and building trust. • Resolving conflicts and problems. • Decisiveness. • Accountability. • Influencing and persuading.
Job-related Skills, Abilities & Competencies	<ul style="list-style-type: none"> • Understanding digital technologies. • Understanding existing systems and technology. • Problem solving. • Desktop operating system imaging. • Application packaging and deployment. • Mobile device management. 	<ul style="list-style-type: none"> • Public cloud infrastructure. • Remote desktop environments. • VDI.
Other Requirements	<ul style="list-style-type: none"> • A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required. • Requirement to work on call in order to facilitate the 24*7 support demands of a global organisation. • An appreciation of other cultures; the 	

	<p>global reach of the University Group and its international agenda.</p> <ul style="list-style-type: none">• A mature, professional and self-motivated approach to tasks.• Ability to represent IT Services in formal and informal settings.• Able to work under pressure.• Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives.	
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