Post Title:	Desktop - Senior Engineer
Grade:	7

Job Description

2.1. Purpose

The Desktop - Senior Engineer will develop and support desktop products and services deployed on behalf of the University Group.

The Desktop - Senior Engineer supports 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 Desktop - Senior 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. Evaluates new desktop software, reviews desktop software updates and identifies those that merit action. Ensures that desktop software is tailored to facilitate the achievement of service objectives. Plans the installation and testing of new versions of desktop software. Investigates and coordinates the resolution of potential and actual service problems. Ensures that operational documentation for desktop software is fit for purpose and current. Advises on the correct and effective use of desktop software.

2. Actively maintains recognised expert level knowledge in desktop imaging and application delivery. Provides definitive and expert advice in these areas. Oversees the provision of specialist advice by others. Supports and promotes the development and sharing of desktop knowledge within 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. Collects desktop supplier performance data and investigates problems. Monitors and reports on supplier performance, customer satisfaction, and market intelligence. Validates that suppliers' performance is in accordance with contract terms. Engages pro-actively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance. Implements supplier management-related service improvement initiatives and programmes.

5. Manages aspects of the desktop product lifecycle enabling the desktop product to meet the needs of customers/users and achieve financial or other targets. Acts as product owner for one or more lower-value desktop products or services; prioritises product requirements and owns a product backlog. Analyses market and/or user research, feedback, expert opinion and usage data to understand needs and opportunities.

6. Drafts and maintains procedures and documentation for desktop applications support. Manages desktop application enhancements to improve business performance. Advises on desktop application security, licensing, upgrades, backups, and disaster recovery needs. Ensures that all requests for support are dealt with according to set standards and procedures.

7. 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.

8. Initiates and monitors actions to investigate and resolve problems in desktop systems, processes and services. Determines problem fixes/remedies. Assists with the implementation of agreed remedies and preventative measures.

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	• Educated to degree level in a relevant discipline or substantial experience in related field in lieu of the above.	• Postgraduate or professional qualification in a relevant discipline, or chartered member. • MCSE (Mobility). • MCSE (Productivity). • ACSP. • ITIL. • CISSP.
Knowledge & Experience	• Experience of desktop engineering. • Significant experience of desktop operating system image creation. • Significant experience of application virtualisation and deployment. • Experience of working with remote desktop technologies. • Experience of working with mobile device management technologies.	• Higher Education experience.
Job-related Skills, Abilities & Competencies	• Proven analytical, planning and execution skills. • Proven leadership and management skills with the ability to develop, communicate and inspire staff. • Takes accountability and has strong sense of ownership. • Results oriented and a commitment to a high quality customer service • Ability to build and maintain broad network of business relationships. • Knowledge of customer behaviours, needs and expectations. • Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support.	• Public cloud infrastructure. • Remote desktop environments. • VDI.

	• In-depth knowledge of Windows desktop OS. • In-depth knowledge of Apple desktop OS. • Application packaging and deployment.	
Interpersonal Skills	• Able to influence and negotiate at appropriate levels and also where resources may not be in direct control of this role. • Proven communication, and presentation skills. • Ability to forge effective relationships in a complex matrix management environment. • Results oriented, adaptive and decisive. • Ability to build trust and display integrity. • Ability to work collaboratively and be a key team player. • Creative and innovative thinking. • Can resolve conflicts and problems.	
Other Requirements	• A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required. • An appreciation of other cultures; the global reach of the University Group and its international agenda. • Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives. • Requirement to work on call in order to faciliate the 24*7 support demands of a global organisation.	