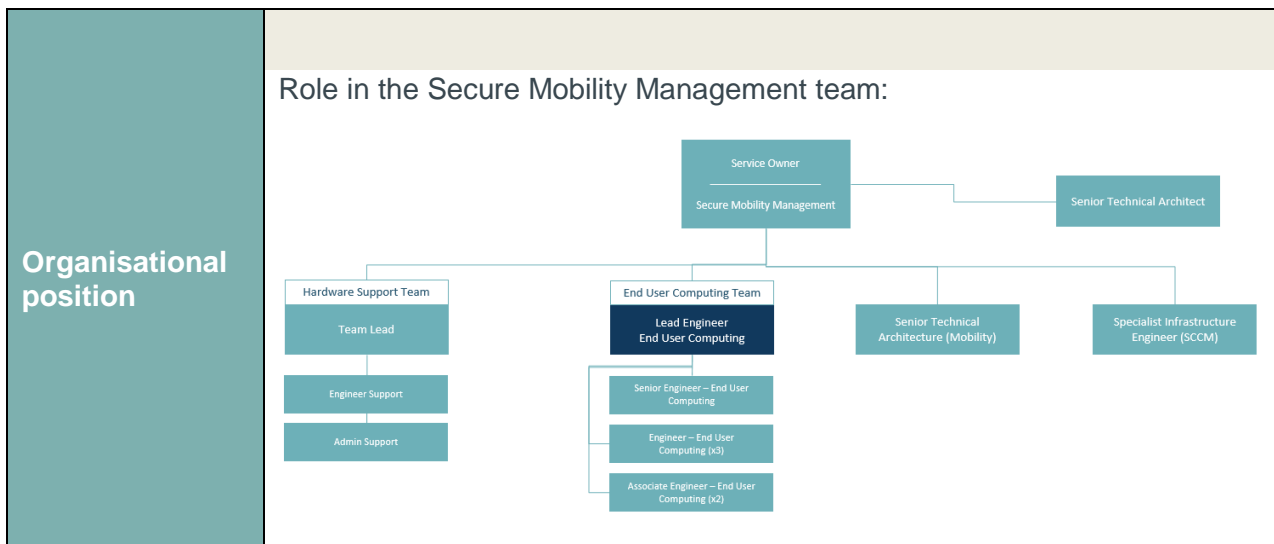




Role Profile

Role Title	Lead Engineer End User Computing
Business group and team	GDT Operations (Secure Mobility Management)
Job Purpose Overview	<p>The Lead Engineer End User Computing role has management responsibilities for the engineers in their team and will deputise for the Service Owner in their absence. They will be involved in solving complex technical problems and incidents that EUC Engineers are unable to resolve. They will creatively solve problems that require innovative solutions. Including fixing issues that we may be encountering for the first time. Creating and documenting new ways of working. The post holder will manage, coordinate and prioritise tasks to resolve technical incidents as quickly as possible and are able to perform an extensive range and variety of complex technical activities. They will be required to attend Daily Stand-Ups and Weekly Operational Service Meetings to provide expert advice and guidance.</p> <p>They work closely with the infrastructure, capacity and availability managers to fix complex technical problems, providing recommendations and options. Implementing suggestions for system and business improvements. The ongoing mentoring of colleagues is a fundamental requirement, leading by example and demonstrating our FCO Services values of Professional, Innovative, Collaborative, Trusted and Uniqueness to our internal and external customers.</p> <p>They will also work autonomously to resolve level 3 incidents and manage problem tickets through to conclusion; escalating service issues analysing problems and researching solutions. Providing recommendations to the Service Owner enabling proactive problem solving and the management of potential contractual issues. Working as part of the major incident team (Problem Manager, Incident manager, Developers etc.) they will work with colleagues in SGS, and will use innovative problem solving or adapt existing solutions to resolve customer service outages in a timely manner. They will also have direct customer contact with key stakeholders to maintain service and manage expectations.</p> <p>Ensure that all team members proactively update the various CMDB's and build documentation to ensure that customer data integrity is maintained with the highest degree of accuracy possible.</p>



Date Updated	12 November 2019	Updated By	SS		
Current / Applied Grade	TPB5	Job evaluation date	14 th August 2019	Confirmed grade	TPB5

JOB RESPONSIBILITIES

- **Incident management** - Coordinates the response to incident reports, identifies complex issues correctly and applies the relevant prioritisation and detail to allow effective investigation. Identifies the correct procedures or channels for resolution and monitors resolution activity and progress updates to customers. Understands key change management tools and processes. Identifies and allocates incidents to the most suitable team member, ensures service calls are updated appropriately and regularly, change tasks closed off and service requests resolved as soon as possible.
- **Problem management** - Understands and identifies problems, conducts research and analysis to identify the appropriate solution and recommends proactive fixes. Is able to classify and prioritise problems, document their causes and implement remedies. Initiates and monitors actions to investigate patterns and trends to resolve problems, including consulting specialists where required. Determines the appropriate remedy and leads with implementation of it as well as preventative measures.
- **Change management** - Manages changes to service, configuration items, organisational change, supplier change and associated documentation. Able to request changes due to incidents or problems to provide effective control and reduction of risk to the security performance and availability. Ensures compliance of the business services impacted by the change. Understands policy, principles and approach. Applies understanding and knowledge in project or programme activities. Develops experience in the use of key change management tools and processes. Conduct research and analysis to assess impact, develops and documents change requests. Implements changes based on requests and make proactive recommendations to customers in order to mitigate or avoid potential future problems.
- **Technical specialism** - In-depth knowledge of Windows endpoints operating systems and SCCM for OS and application deployment. Knowledge of management system software and tools. Has knowledge of logical schemata to investigate problems, collect performance statistics, make recommendations, advice senior leaders on options and create reports. Able to carry out configuration, installation and reconfiguration of database and related products. Optimises performance and forecasts resource needs. Uses technical expertise to provide advice customers and senior managers/ stakeholders.
- **Service reporting** - Takes management information and consolidates agreed key performance indicators into product or service measures that underpin service

management of a specific product or service. Produces the relevant reports in a standard format in an agreed timeframe. Works with key stakeholders to discuss any changes in the reporting processes. Able to add a commentary that provides an interpretation for the data set and make relevant recommendations to senior managers and key contacts in the business. Makes clear recommendations to support continuous improvement.

- **Financial Responsibility** – Ensure that all financial outgoings are appropriate, necessary and approved by the various budget holders. Use GPC card responsibly and ensure that all transactions are accountable and in line with accepted value for money principles.

KNOWLEDGE & KEY SKILLS

Essential:

- Ability to manage and mentor staff members and lead the team in the absence of the Service Owner, reporting to the Secure Mobility Management Service Owner and VIPs when necessary.
- Attend and represent their team at the Daily Stand-Up and Weekly Ops Service Meetings where they inform colleagues of service issues and their resolution plan for the day.
- Chair Team Meetings and lead Weekly Huddles
- Ability to act as Technical Point of Contact for Major Incidents and running operational bridge calls.
- Excellent written and verbal communication skills with the ability to communicate clearly at all user levels (internal and external customers)
- Excellent problem solving, analysis, research and report / documentation writing skills.
- Extensive knowledge of Windows Client, Server and Office suites, including Windows 7, 8.1 and 10, Server 2008, 2012 and 2016 – MS Office 2013, 2016 and Office365
- Support experience of the following is required: Ivanti, Active Directory, Group Policy, SCCM, SCEP, McAfee, Network/Firewall fault finding, End User Devices, Device Encryption, Cisco VPN, Citrix
- Ability to write KBA's, high and low level technical documentation
- Ability to take initiative, identify and respond to business service requirements; prioritising and managing workload effectively to ensure tight deadlines are met
- Demonstrates the ability to organise and prioritise work to achieve tight deadlines
- Deliver training to high level customer representatives and users
- Previous experience of working in a high pressured, fast paced team
- Experience in working within a secure environment

This role should demonstrate knowledge and skills at SFIA level 5.

- Systems Installation/Decommissioning
- Customer Service Support
- IT Infrastructure

Knowledge required of the Digital Data and Technology Profession Framework (DDaT Skills Levels) for this role:

<https://www.gov.uk/government/publications/lead-engineer-infrastructure-operations-skills-they-need/lead-engineer-infrastructure-operations-skills-they-need>

Skill	Skill level
Change management	Practitioner
Incident management	Practitioner
Ownership and initiative	Practitioner
Problem management	Working

Service focus	Working
Technical specialism	Practitioner
Testing	Practitioner
Understanding of service management framework	Working
User focus	Practitioner

Essential (Professional Qualifications and Accreditation):

- A Levels / AS Level / NVQ Level 3 / Access to Higher Education Diploma / Advanced Apprenticeships. Preferably in a Computer Science, Computer Systems, Networking / Digital Data Communication or Science, Technology, Engineering or Mathematics (STEM) subjects or relevant job experience.
- Agile Methodologies Foundation, BCS Agile Foundation Certificate or equivalent accreditation or relevant job experience.
- ITIL Foundation V3 Certification or relevant job experience
- Technical Qualifications and Accreditation:
 - Windows 10 MCSA/Microsoft 365 Certified Modern Desktop Administrator or relevant job experience

Desirable:

- Strong understanding with traditional networks and mobile networking technologies
- Good working knowledge of certificate based authentication and security
- Knowledge of (Infrastructure Engineer):
 - Internet proxies
 - SCCM
 - Server Infrastructure
 - SQL
- Experience in working alongside many aspects of the ITIL3 environment such as production, problem & change management, and quality assurance.
- The ability to create and support Operational Process documentation, for use across the business
- Strong numerical and analytical skills

Desirable: Digital Data and Technology Profession Framework (DDaT Skills Levels):

<https://www.gov.uk/government/publications/lead-engineer-infrastructure-operations-skills-they-need/lead-engineer-infrastructure-operations-skills-they-need>

Skill	Skill level
Asset and configuration management	Working
Availability and capacity management	Working
Broad technical understanding	Working
Coding and scripting	Working
Continual service improvement	Working

Desirable (Professional Qualifications and Accreditation):

- ITIL Foundation V4 Certification
- Microsoft MCSE Mobility

CORE COMPETENCES

- Managing a Quality Service
- Making Effective Decisions
- Working Together

CRITICAL SUCCESS FACTORS

Success measured and evidenced by delivery against stated goals and objectives covering at a minimum:

- Prioritises tasks and understands business needs. Measures the impact of their work. Ensures that services are available for users (99999 approach). Proactively manages problems which underpin service availability by employing programme, project and risk management methodologies appropriately.
- Works in a no-blame culture and feels empowered to make judgement calls. Makes the right decisions at the right time based on the information and evidence available. Takes measured risks and learns from mistakes. Visualises, articulates and solves complex problems and concepts. Applies logical thinking and information from analysis using comprehensive tools and techniques to make and validate decisions.
- Ensures that technical terminology is business-oriented. Translates technical terminology and asks the right questions to find solutions.
- Is a good team player and works effectively across IT operations. Is able to manage challenging relationships with internal and external teams and suppliers. Demonstrates the FCO Services values and someone the engineers aspire to.

Budget Responsibility? N	If YES, how much: £ N/A per annum.	If NO can they authorise payments? Y
Reports to: (Role Title and Grade)	Secure Mobility Management Service Owner	
Direct Reports: (Number and grades of staff)	Up to 6 people (TPB3, TPB4, TPB5)	