



# Role Profile

<b>Role Title</b>	Engineer End User Computing		
<b>Business group and team</b>	GDT Operations (Secure Mobility Management)		
<b>Job Purpose Overview</b>	<p>The Engineer End User Computing (EUC) primarily works on-site; builds, maintains hardware, is familiar with Microsoft products and fixes technical problems as quickly as possible by using their initiative.</p> <p>The engineer is expected to take ownership of escalated incidents or service requests and carry out technical investigation, diagnosis and resolution or recovery of issues. They will be responsible for liaising with Service Desk in order to obtain the necessary information to allow for progression.</p> <p>The engineer will also be required to liaise closely with the Incident &amp; Request Management teams, the Incident Coordinator's, and the Incident Manager when escalating incidents; this escalation will occur verbally and usually in person.</p> <p>There is a requirement for the engineer to be involved in the Acceptance Into Service procedure. This will involve close working with the AIS team and project teams to identify what is required for the Service Desk to bring a new product into service and full support.</p> <p>They work independently to provide first time resolution. Conducting analysis of problems (troubleshooting) to identify and making judgements on complex problems. Providing ideas and solutions when diagnosing or escalating faults (or both) to Lead Engineers, Service Desk Managers, Incident Managers and Problem Managers to investigate and resolve.</p> <p>They coach associates and share knowledge with team colleagues.</p>		
<b>Organisational position</b>	<p>Role within the Secure Mobility Management team:</p> <pre> graph TD     SO[Service Owner Secure Mobility Management] --- HT[Hardware Support Team]     SO --- EUC[End User Computing Team]     SO --- STA[Senior Technical Architect Mobility]     SO --- SIE[Specialist Infrastructure Engineer SCCM]     STA --- STA2[Senior Technical Architect Mobility]          HT --- TL[Team Lead]     HT --- ES[Engineer Support]     HT --- AS[Admin Support]          EUC --- LE[Lead Engineer End User Computing]     EUC --- SE[Senior Engineer - End User Computing]     EUC --- ENG[Engineer - End User Computing (x3)]     EUC --- AE[Associate Engineer - End User Computing (x2)]          style ENG fill:#1a3d4d,color:#fff     style AE fill:#1a3d4d,color:#fff   </pre>		
<b>Date Updated</b>	12 November 2019	<b>Updated By</b>	SS

Current / Applied Grade	TPB4	Job evaluation date	December 2019	Confirmed grade	TPB4
<b>JOB RESPONSIBILITIES</b>					
<ul style="list-style-type: none"> <li>• <b>Incident, Problem, Change management</b> - Coordinates the response to incident, problem and change reports, ensuring relevant complexity identification, 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 registers incidents, conducts analysis gathering the required information, interpreting results and allocating to the appropriate channel. Makes solution and process recommendations to senior managers.</li> <li>• <b>Technical specialism</b> - 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 and create reports. Able to carry out routine configuration, installation and reconfiguration of database and related products. Independently and proactively conducts tasks to optimise performance and forecasts resource needs. Provides expert advice to more senior stakeholders.</li> <li>• <b>User focus</b> - Understands users and can identify who they are and what their needs are based on evidence. Puts users first and can manage competing priorities. Identifies and engages with users or stakeholders to collate user requirements, collates evidence, understands and defines research which fits user needs. Able to use quantitative and qualitative data about users to turn user focus into outcomes.</li> <li>• <b>Ownership and initiative</b> - Takes ownership of incidents and proactively resolves technical problems, offering solution options and ensuring that technical solutions continue to meet business requirements. Takes accountability for actions taken and decisions made. Owns an issue, until it is has either been resolved, mitigated against or passed to a new technical owner. Prioritises work effectively and will ensure resolution detail is captured accurately within Service Now and or KBA's.</li> <li>• <b>Asset and configuration management</b> - Conducts the lifecycle management for assets including hardware, software, intellectual property, licences, and warranties. This includes managing usage, disposal, compliance, inventory, sustainability, cost optimisation and protection of the asset portfolio. Helps to improve investment decisions and capitalise on opportunities. Complies with international standards for asset management. Documents information relating to the assets including identification, classification and specification of all items, and information related to storage, access, versions. Is able to apply status accounting and auditing in line with relevant criteria. Maintains secure configuration and accurate information via the Service Now CMDB, controlling IT assets in one or more significant areas, and verifying location and state of assets.</li> </ul>					
<b>KNOWLEDGE &amp; KEY SKILLS</b>					
<p><i>Essential:</i></p> <ul style="list-style-type: none"> <li>• Experienced in working with Secure Mobile Technologies including the handling and management of Cryptographic material and associated Security Procedures</li> <li>• Experience across a full range of Windows Client and Office suites, including Windows 7, 8.1 and 10 – MS Office 2013, 2016 and Office365</li> <li>• The ability to work as a key member of the EUC Team and to be part of a service team striving to achieve exemplary service</li> <li>• Knowledge of Virtual Private Networks</li> <li>• Excellent written and verbal communication skills with the ability to communicate clearly at all user levels (internal and external customers)</li> </ul>					

- Excellent problem solving and research skills including the ability to analyse facts, interpret data to make expert recommendations to senior stake holders and ensure that key results are understood at all levels.
- 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
- Previous experience of working in a high pressured, fast paced team.

*This role should demonstrate knowledge and skills at SFIA level 4.*

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

*Knowledge required of the Digital Data and Technology Profession Framework (DDaT Skills Levels) for the Engineer Infrastructure Operations role:*

<https://www.gov.uk/government/publications/engineer-end-user-computing-skills-they-need/engineer-end-user-computing-skills-they-need>

<b>Skill</b>	<b>Skill level</b>
Change management	Awareness
Incident management	Awareness
Ownership and initiative	Working
Problem management	Awareness
Service focus	Working
Service reporting	Awareness
Technical specialism	Awareness
Testing	Awareness
Understanding of service management framework	Awareness
User focus	Working

*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.
- Microsoft Technology Associate (MTA) Certified (studying towards Microsoft Certified Solutions Associate (MCSA) Windows 10/ Microsoft 365 Certified Modern Desktop)

*Desirable:*

- Proficiency with traditional networks and mobile networking technologies
- Good working knowledge of certificate based authentication
- Good working knowledge of EUD build process, automation and streamlining
- Knowledge of encryption devices and protocols
- The ability to create and support Operational Process documentation, for use across the business
- Knowledge of Active Directory, Group Policy, SCCM, SCEP, WSUS, McAfee and Ivanti Endpoint Security Suite
- Experience working within a secure environment.

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

<https://www.gov.uk/government/publications/engineer-end-user-computing-skills-they-need/engineer-end-user-computing-skills-they-need>

Skill	Skill level
Asset and configuration management	Working
Broad technical understanding	Awareness
Continual service improvement	Awareness

*Desirable (Professional Qualifications and Accreditation):*

- ITIL Foundation V4 Certification
- Microsoft Certified Solutions Associate (MCSA) Windows 10/ Microsoft 365 Certified Modern Desktop

## CORE COMPETENCES

- Managing a quality service
- Delivering at pace
- Collaborating and partnering

## 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.
- Focuses on delivering timely performance and takes responsibility and accountability for quality outcomes. Works to agreed goals and deals with challenges in a responsive and constructive way. Applies agile techniques to continual service improvement.
- Is a good team player and works effectively across IT operations. Is able to manage challenging relationships with internal and external teams and suppliers.

<b>Budget Responsibility?</b>  N	<b>If YES, how much:</b>  £ N/A per annum.	<b>If NO can they authorise payments?</b>  N
<b>Reports to: (Role Title and Grade)</b>	Lead Engineer End User Computing	
<b>Direct Reports: (Number and grades of staff)</b>	None	