Role Profile			
Job Title	Junior IT Desktop Engineer		
Section		**Department**	Infrastructure & Operations
Reports to (Job Title)	Client Device Manager		
Suitable for Job Share (Y/N)	No	**If no, state reason**	Key Role
Location	Building 2, Derriford Business Park, Plymouth	**Shift Pattern**	No
DBS check required	Yes		

Job Purpose	The postholder will provide enterprise support to multiple large tenants at several sites across Devon. The role will support with managing and administering the technology and tools used to provision and support client devices throughout their lifecycle.

Competencies and Output	Delivers and supports Windows Desktop OS, associated component and applications.
	Delivers the IT Client Device Service in the most effective and efficient way, in accordance with IT strategy, technology architecture, best practice and industry standards.
	Delivers and supports various MDM platforms.
	Delivers discrete packages of work and wider projects across a multi-tenanted estate.
	Supports with technical evaluation, testing and deployment of new technologies, software and services.
	Supports with and provides estimates for work required by the customer.
	Manages, configures and deploys the user and computer environments utilising toolsets such as Microsoft SCCM, Intune, O365, MDOP, Active Directory, Group Policy, AppV and PowerShell.
	Provides technical support for Delt staff and its customers, across existing processes, new customer work, and project engagements.
	Develops knowledge to keep abreast with industry trends, product life cycles and roadmaps to provide appropriate recommendations.

Experience, Knowledge,	Demonstrable experience working in a professional, customer-focused, ITIL environment.

Skills and Qualifications	ITIL v3 Foundation level.
	Knowledge and awareness of the toolsets used working in a desktop management role within a complex IT environment along with excellent knowledge of desktop, laptop and mobile device hardware, operating systems and protocols.
	Knowledge of relevant Microsoft technologies including the following: • Microsoft Windows OS • Microsoft SCCM • App Packaging (App-V, Scripted Installs, MSI) • Group Policy Objects
	Committed to personal and professional development.
	A full UK driving licence.

Corporate Standards	In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.
	All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.
	All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.
	Undertake all duties with regard to the Delt equalities policy and relevant legislation.
	In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).