

Role Profile			
<b>Job Title</b>	Senior Desktop Engineer		
<b>Section</b>		<b>Department</b>	Infrastructure & Operations
<b>Reports to (Job Title)</b>	End User Computing Manager		
<b>Location</b>	Building 2, Derriford Business Park, Plymouth		

<b>Job Purpose</b>	<p>The postholder will provide enterprise support to multiple large tenants at several sites across the Southwest. The role will involve managing and administering the technology and tools used to provision and support end user devices throughout their lifecycle.</p>
<b>Key Competencies and Output</b>	<p>Delivers 3<sup>rd</sup> Line Support for Windows Desktop OS, associated components and applications.</p> <p>Delivers 3<sup>rd</sup> Line Support for mobility platforms such as Intune.</p> <p>Provides technical evaluation, testing and deployment of new technologies, software, and services.</p> <p>Delivers the ICT End User Computing Service in the most effective and efficient way and in accordance with ICT strategy, technology architecture, best practice, and industry standards.</p> <p>Delivers discrete packages of work and wider projects across a multi-tenanted estate.</p> <p>Provides estimates for work required by the customer.</p> <p>Delivers detailed, high and low-level technical designs. Articulating design decisions and rationale, including assisting producing associated technical elements following strategic and architectural patterns.</p> <p>Acts as an escalation point for complex technical issues and root cause analysis.</p> <p>Follows policies, plans and strategies relating to ITIL Incident, Problem, Change, Configuration, Capacity and Availability.</p> <p>Manages, configures and deploys the end user computing environments utilising toolsets such as Microsoft SCCM, Intune, O365, Azure, Active Directory, Group Policy, App-V and PowerShell.</p> <p>Asset Management and Reporting.</p> <p>Proactively monitors and quality assurances all end user computing environments.</p> <p>Provides technical leadership for Delt staff and its customers, across existing processes, new customer work, and project engagements.</p> <p>Keeps abreast with industry trends, product life cycles and roadmaps to provide appropriate recommendations.</p>

	<p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed.</p>
<p><b>Experience, Knowledge, Skills and Qualifications</b></p>	<p>A minimum of Microsoft MCP, MCTS (or equivalent level of experience).  ITIL v3 Foundation level.</p> <p>Demonstrable experience working in a professional, customer focused, ITIL environment.</p> <p>Substantial and demonstrable experience of working in a desktop management role within a complex ICT environment, along with excellent knowledge of desktop, laptop and mobile device hardware, operating systems and protocols.</p> <p>Experience working with technical project delivery, liaising with project manager and 3<sup>rd</sup> parties.</p> <p>Experience in MDM platforms, specifically Intune.</p> <p>Advanced experience of relevant Microsoft technologies including the following:</p> <ul style="list-style-type: none"> <li>• Microsoft Windows OS</li> <li>• Microsoft SCCM</li> <li>• Microsoft Intune</li> <li>• App Packaging (App-V, Scripted Installs, MSI)</li> <li>• PowerShell</li> <li>• Group Policy Objects</li> <li>• Office 365 deployments</li> </ul> <p>A full UK driving licence.</p>
<p><b>Corporate Standards</b></p>	<p>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.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation.</p> <p>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).</p>