



Job Description

Position / Job Title:	Microsoft EUC Specialist
Ref:	155/107789
Location/Building:	Studland House, Lansdowne Campus
Faculty/Professional Service	IT Services
Group/Section:	Technology
Normal Hours per Week:	1.0 FTE (Some flexibility will be required in order to ensure that key time scales and deadlines are met)
Grade	8
Accountable to:	End User Computing Manager
Responsible for or supervises:	Microsoft EUC Team
Special Conditions:	You may be required to be on-call on a pre-arranged rota basis, but no more frequently than one week in four.

Job Purpose

The Technology Group consists of all the technical design, development, and engineering IT teams. These include Applications, Infrastructure, Networking, and End User Computing. The Technology Group are responsible for the development and delivery of the programme of IT investments within the University, as well as their ongoing operations.

The group is led by the Head of Technology, with a team of senior, multi-discipline managers, developing a clear vision for innovation and ongoing improvement of Bournemouth University's Information Technology to provide reliable, robust, and secure solutions to the university.

The End User Computing team (consisting of Audio-Visual, Apple EUC, Microsoft EUC, Application Packaging and Linux EUC teams) underpins all the IT services delivered to BU and therefore this role plays a critical part in ensuring the delivery of a highly available, robust, and secure service across BU.

This role is the university's subject matter expert (SME) for Microsoft Windows, and is responsible for the design, delivery, support, and maintenance of the Microsoft EUC environment used at BU including desktop/laptop images, virtual desktops, EUC management infrastructure, and application packaging.

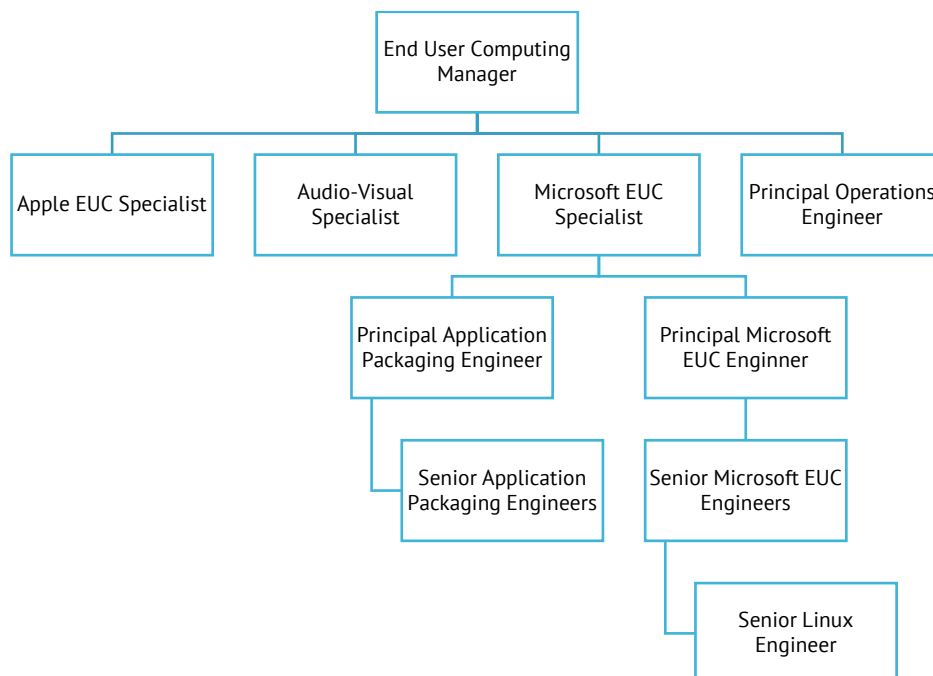
Main Responsibilities

1. Lead the Microsoft EUC Team within the End User Computing Team, performing day to day line management functions such as sickness reporting and annual leave management.

2. Accountable for the effective planning, design, installation, configuration, and maintenance of Microsoft EUC infrastructure.
3. Lead the EUC Infrastructure and Application Packaging Teams and be responsible for 3rd line support to IT Operations. Co-ordinate, prioritise and implement team responses to Incidents and Problem Management, including evaluation, estimating, resource planning, testing and implementation.
4. Accountable for the successful implementation of new and enhanced Microsoft EUC services
5. Identify and design preventative measures and services to improve stability and security within Microsoft EUC services.
6. Pro-actively utilise management tools across the University's network to investigate, diagnose, and resolve problems across IT Services, within service level agreement tolerances.
7. Utilise, evaluate and manage application deployment tools to deliver services to all stakeholders.
8. Use management systems software and appropriate analysis tools to collect business critical server/appliance and application performance statistics and create reports, including proposals for improvement. All proposals will be planned, organised, designed and implemented by the jobholder, with full documentation.
9. Responsible for the operation and maintenance of Microsoft EUC solutions & services to ensure that all production infrastructure (both on and off premise):
 - a. has critical updates installed
 - b. is kept up to date, managed, and operated securely
 - c. has a defined and documented lifecycle
 - d. is under maintenance and support contracts with appropriate suppliers
 - e. has a plan for the timely replacement of end-of-life infrastructure
 - f. adheres to the relevant IT governance, policies, and procedures
 - g. is licensed correctly
 - h. has a business continuity plan in place and is recoverable from a disaster
10. Responsible for ensuring every production service, within the scope of this role, has an appropriate set of regular assurance checks (Daily/Weekly/Monthly) to ensure the services are proactively maintained and monitored to prevent failure due to foreseeable reasons.
11. Responsible for the system security, including maintenance of controls and the monitoring, of access to both critical and non-critical services.
12. Responsible for ensuring a successful process for backups and restores of servers, services and respective applications, within the scope of this role, for recovery purposes. Auditing, reviewing and improving procedures and technologies to ensure data storage standards are met.
13. Work with the security and architecture teams to translate stakeholder requirements, define, and design new and upgraded services.
14. Provide documentation for the BU services including Technical Support Documents, Knowledge Documents, How-To guides, and procedures which in turn will feed into the IT Knowledge Base.

15. Provide relevant training and support materials to 1st and 2nd line teams as part of the transition phase and to actively seek feedback and improvement suggestions from these teams as part of regular live service reviews.
16. Undertake the role of Subject Matter Expert (SME) for Microsoft EUC products within IT Services and the integration of these products with other services, including the technical architect role in the relevant procurement and project exercises.
17. Liaise, negotiate, and work closely with IT Services colleagues, Faculties, Professional Services, suppliers, agencies, and other third parties to successfully perform this role.
18. Deputise for the EUC Manager as required.
19. Create, develop, and embed a culture that allows teamwork and creativity to flourish. Set clear objectives for team members based on their individual strengths and areas for development and ensure that they are regularly reviewed through collaborative meetings and appraisals. Effectively manage performance with supportive leadership and mentoring.
20. Familiarise yourself with, understand and follow the Principles, Policies, Processes, and Procedures of IT Services and the university. Be empowered to highlight non-compliance when identified.
21. Ensure that information and cyber security review and remediation is embedded within all IT work delivered to ensure that the university is protected against the ever-evolving cyber threat landscape.
22. Make excellent service experience the key component for all services, ensuring that the IT team are viewed as a trusted member of the university community.

Organisation Chart



Dimensions

- Over 100 people in IT Services, including established staff, those on fixed term contracts, and contractors.
- Overall ITS budget of approx. £15m per annum

- 40+ projects running at one time
- Supporting 4000+ staff and 20,000+ students
- 4,500 computers
- Over 500 servers
- 1000+ applications

Contacts

Internal: Colleagues at all levels within the organisation, up to and including members of University Executive Team

External: Students, Customers, Higher Education Colleagues and Suppliers

Challenges

Delivering excellent service with finite resources
Ongoing process and service excellence review

Information Governance Responsibilities

Data User

- Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

When on-call, staff must:-

- be expected to be within one hour travel time of the University
- be fit and available for work at all times.
- be available for contact at all times and mindful of areas where mobile reception is poor

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

October 2024

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Position No: 107789	Date: October 2024
SELECTION CRITERIA	
	Essential / Desirable
Knowledge (including experience & qualifications)	
Degree, equivalent qualification, or demonstrable, comparable, capability in a relevant subject area.	Essential
Understanding of IT Service provision in medium to large organisations	Essential
Extensive proven experience of delivering enterprise-level, mission-critical EUC infrastructure in the Higher Education sector or equivalent, utilizing Microsoft technology	Essential
Extensive proven experience in the design, management and accountability of an enterprise Microsoft EUC environment.	Essential
Extensive proven understanding of a range of technology areas including Microsoft Server, Active Directory, Windows desktop, Anti-Virus, Windows desktop infrastructure, AppsAnywhere, VMware (vSphere, Horizon). This includes proven architecture design and delivery expertise, pro-active management of systems and servers	Essential
Experience of evaluating and making recommendations regarding emerging technologies relevant to EUC infrastructure	Essential
Computer programming and scripting	Essential
Excellent awareness of IT related legislation and guidelines such as the Computer Misuse Act and Data Protection	Essential
Knowledge of PRINCE2 or other formal project management and ITIL Service Management methodology	Desirable
Awareness and understanding of the activities and developments within Higher Education and/or public sector	Desirable
Knowledge of emerging technologies relevant to operational infrastructure	Desirable
Hold, or have held, technical accreditations, in one or more application focused disciplines.	Desirable
Skills	
Excellent IT skills, including Microsoft Office suite and Microsoft 365	Essential
Excellent interpersonal skills including motivational negotiating, influencing and relationship building (including at a senior level)	Essential
Ability to support, mentor and manage other members of staff	Essential
Identify, analyse and address problems in order to resolve issues whenever possible in a way that minimises the negative impact on the organisation	Essential
Strong analytical skills; ability to evaluate complex issues often with incomplete information	Essential
Demonstrable ability to be part of and inspire multi-skilled teams	Essential

Demonstrate excellent verbal and written communication skills, across all levels	Essential
Demonstrable ability to handle a range of activities to tight and varied timescales	Essential
Demonstrable ability to engage and collaborate with staff at a business and technical level	Essential
Project/Change Management experience/skills	Essential
Operational planning, management and business process skills	Essential
Ability to translate vision into effective, strategic technical solutions	Essential
Attributes	
Empathetic	Essential
Collaborative	Essential
Attention to detail	Essential
Customer-centric approach	Essential
Innovative	Essential