

Job Description

Post/Job Title:	Senior Application Packaging Engineer
Ref:	POSN107394
Location including building:	University wide (Lansdowne Campus/Talbot Campus)
School/Support Service:	IT Services
Group/Section:	End-User Computing Team
Normal hours per week:	37 (Some flexibility will be required in order to ensure that key time scales and deadlines are met).
Grade:	Grade 6
Accountable to:	Principal Application Packaging Engineer
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.

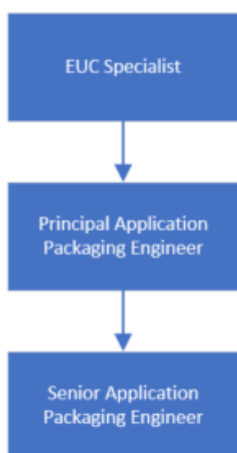
Reporting to the Principal Applications Packaging Engineer and working as part of the End User Computing team, the post holder will provide in-depth troubleshooting, using creative skills to solve any issues with the deployment and management of applications within BU's Microsoft Windows End User Computing (EUC) environment. They will work closely with other application packagers and the EUC infrastructure team to plan and complete assigned tasks to approved deadlines. They will provide technical support for the installation and maintenance of applications on the Windows operating system with colleagues across BU, to ensure the EUC environment is configured to meet expectations for teaching and other business activities.

Main Responsibilities

1. Install, configure, and maintain EUC applications:
 - a. Liaise with ITS colleagues and end users to establish requirements and functional criteria for EUC applications.
 - b. Identify application incompatibilities, and find suitable remedial actions to allow deployment within defined standards.
 - c. Identify appropriate unattended packaging methods for software applications and produce packages for deployment via MECM, Cloudpaging, and other packaging and deployment tools.
 - d. Create VBScript, Powershell, and other scripts for integration and installation automation.

2. Manage end-user profile data related to Windows EUC applications
3. Use appropriate tools, including Microsoft Endpoint Configuration Manager (MECM, formerly SCCM), to maintain the EUC estate to ensure that it is secure, up to date, correctly configured, and measurable.
4. Audit changes and compile reports on usage and licensing to ensure the estate is compliant with appropriate policies and standards.
5. Ensure users obtain a consistent experience across all EUC devices, including physical desktops/laptops, mobile devices, and virtual desktop services.
6. Create and maintain documented procedures for inclusion in the IT Services knowledgebase and other relevant repositories.
7. Provide relevant documentation and training to IT Support teams and guidance to users.
8. Serve as technical support in resolving application / EUC problems and changes.
9. Document application / EUC problems and resolutions for future reference.
10. Test and document all configuration changes, enhancements, and upgrades to Windows desktop applications.
11. Liaise with IT Services teams to provide 3rd line technical support of Windows EUC applications.
12. Provide swift resolution of application-related problems, liaising with other teams from IT Services and/or external suppliers as required.
13. Provide root cause analysis for application-related problems when required.
14. Proactively identify common faults, areas where application reliability could be improved, or software that is consistently causing problems.
15. Plan and implement changes to applications and supporting infrastructure in line with the IT Services Change Management Policy.
16. Liaise with IT teams and/or external suppliers for change and implementation activities for applications.
17. Ensure user acceptance tests are completed and critical defects addressed.
18. Maintain a personal development programme, measuring your performance against Key Performance Indicators, as agreed with the Systems Architect, and in line with team objectives.
19. Develop and maintain excellent working relationships with all users and IT colleagues and work collaboratively to develop and provide integrated and seamless delivery of services to the University.
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



IT Services 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 UET

External:

- Students
- Customers
- HE Sector colleagues
- Suppliers

Challenges

- Delivering excellent service with finite resources
- Ongoing process and service excellence review
- Managing and leading the work of others, where there is no line management responsibility, to achieve service delivery objectives

Information Governance Responsibilities

Data User

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

Additional Information:

The post-holder may be required to:

- attend training courses internally or away from the University.
- carry a supplied mobile phone and be contactable at reasonable times.
- work unsocial hours as required by projects (inc weekends / bank holidays).
- supervise and manager Partners / Suppliers.
- be able to travel to remote sites.

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 2025



Person Specification

Post / Job Title: Senior Application Packaging Engineer	Post No: POSN107394
School / Professional Service: IT Services	Date: October 2025
SELECTION CRITERIA	Essential/Desirable
Knowledge (including experience & qualifications) in order of importance	
Experience of Packaging Applications, ready for deployment with automated deployment platforms.	Essential
Degree, equivalent qualification, or demonstrable, comparable, capability in a relevant subject area.	Essential
Understanding of IT Service provision in medium to large organisations	Essential
Good 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	Essential
Awareness and understanding of the activities and developments within Higher Education and/or public sector	Desirable
Experience of deploying applications via automated or semi-automated platforms including deployment through logon scripts, Active Directory, SCCM or similar.	Essential
High-level demonstrable knowledge of MS Windows environments and associated technologies	Essential
Experience of designing, implementing and testing automation scripts in one or more of the following: VBScript, Powershell, MS-DOS.	Essential
Relevant experience of delivering enterprise-level end user application support in a structured environment, including root-cause analysis of application errors in the Windows desktop environment.	Essential
Experience in a production environment of Microsoft Active Directory 2008 (or higher) administration, deployment, and management. Preferably with formal training.	Essential
Knowledge of emerging technologies relevant to application packaging	Essential
Experience in a production environment of desktop delivery using Windows 10, including complex image creation/maintenance, deployment, and management (remote patching and upgrading).	Desirable
Knowledge of web technologies	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	Desirable
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
Excellent IT skills, including Microsoft Office suite and Microsoft 365	Essential
Ability to translate vision into effective, strategic technical solutions	Desirable
Attributes	
Empathetic	Essential

Collaborative	Essential
Attention to detail	Essential
Customer-centric approach	Essential
Innovative	Essential