



Job Description

Position / Job Title:	Principal Microsoft EUC Engineer (Internal Only)
Ref:	154/107790
Location/Building:	University Wide (Lansdowne/ Talbot 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	7
Accountable to:	Microsoft EUC Specialist
Responsible for or supervises:	Microsoft EUC Engineer 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.

Reporting to the Microsoft EUC Specialist and working as part of the wider End User Computing Team, the post holder will provide in-depth troubleshooting, using creative skills for solving any issues with successful deployment of Microsoft Windows to BU's EUC estate. They will provide technical guidance to the EUC team, work closely with the application packagers and EUC infrastructure team to plan and complete assigned tasks to approved deadlines. They will provide technical support towards the installation and maintenance of the Windows operating system with colleagues across BU, and at all levels, to ensure the EUC environment is delivered in line with expectations for teaching and other requirements.

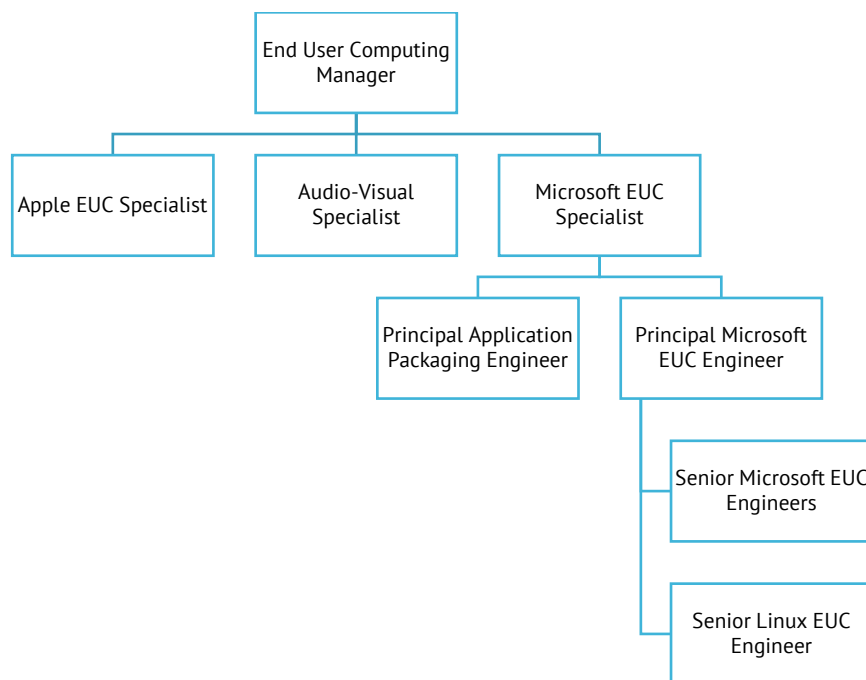
The post holder will respond promptly to issue/incident reporting, manage the ticketing system queue for the EUC infrastructure team, take ownership of problem management and resolution and lead customer consultancy to gather and shape requester requirements and resolve technical issues associated with the equipment estate.

Main Responsibilities

1. Maintain a plan for the EUC Engineer Team work requests and dynamically re-prioritise and allocate work to meet planned and emerging needs from IT Exec, senior IT managers and Faculties and Professional Services.
2. Define, deliver and own high quality processes, procedures, and documentation for the team that incorporate industry good practice and ensure that these are followed/used by the team in delivery.
3. Work collaboratively as part of own group and wider IT Services senior management team to resolve issues as one team and ensure staff are trusted, supported and respected for their area of specialism.
4. Develop, test, and enable the deployment of comprehensive, secure, maintainable Microsoft EUC Operating System images to BU's computers.
5. Manage user profiles to ensure they are reliable, flexible, and fit for purpose.
6. Use appropriate tools, including SCCM and Intune, to maintain the EUC estate to ensure that it is secure, up to date, correctly configured, and measurable. Audit changes and compile reports on usages and licensing to ensure the estate is compliant with appropriate policies and standards.
7. Ensure users obtain a consistent experience across all EUC devices, including physical desktops/laptops, mobile devices, and virtual desktop services.
8. Document procedures and packages for inclusion in the knowledgebase and other relevant repositories.
9. Install, configure, and maintain EUC infrastructure components:
 - a. Determine configuration and drivers for new hardware or modifications to existing configurations.
 - b. Plan, test, recommend, and implement EUC hardware and software.
 - c. Establish user profiles, Active Directory configurations, user environments, directories, and security for EUC.
 - d. Provide EUC documentation and training to IT Support teams and guidance to users.
10. Serve as technical support in resolving EUC problems and changes.
11. Document EUC problems and resolutions for future reference.
12. Test and document all configuration changes, enhancements, and upgrades to EUC systems.
13. Liaise with ITS teams with regard to technical support of all EUC related systems.
14. Contribute to the identification of opportunities for performance improvement.
15. Provide swift resolution of infrastructure related problems, liaising with other teams from ITS and/or external suppliers as required.
16. Provide root cause analysis for EUC problems when required.

17. Proactively identify common faults, areas where application reliability could be improved, or software that is consistently causing problems.
18. Implement changes to infrastructure in line with the IT Services Change Management Policy.
19. Liaise with IT teams and/or external suppliers for change and implementation activities for applications.
20. Maintain a personal development programme, measuring your performance against Key Performance Indicators, as agreed with the Microsoft EUC Specialist, and in line with team objectives.
21. 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.
22. 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.
23. 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.
24. 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

Managing and leading the work of others, where there is no line management responsibility, to achieve service delivery objectives

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:	Date: October 2024
SELECTION CRITERIA	
	Essential / Desirable
Knowledge (including experience & qualifications)	
Degree, equivalent qualification, or demonstrable, comparable, capability in a relevant subject area.	Essential
Significant experience of delivering enterprise-level end user computing infrastructure components using Windows 10/11 in a structured environment	Essential
Experience in a production environment of designing, implementing and testing automation scripts e.g. PowerShell, VBScript	Essential
Significant experience in a production environment of Microsoft Operating System Deployment Tools and Technologies e.g. SCCM/ECM, Intune, MDT, Autopilot	Essential
High-level demonstrable knowledge of MS Windows environments and associated technologies, preferably with formal training	Essential
Experience in a production environment of Active Directory administration and management, including Group Policy management	Essential
Experience in a production environment of operating system delivery using Windows 10, including complex image creation/maintenance, deployment, and management.	Essential
Knowledge of emerging technologies relevant to end user computing	Essential
Understanding of IT Service provision in medium to large organisations	Essential
Good knowledge of IT security principles	Essential
Good awareness of IT related legislation and guidelines such as the Computer Misuse Act and Data Protection	Essential
Experience of managing mobile devices and applications across Apple iOS or Android.	Desirable
Experience of Red Hat Enterprise Linux or Apple Mac desktops, preferably with formal training.	Desirable
Knowledge of web technologies	Desirable
Knowledge of PRINCE2 or other formal project management and ITIL Service Management methodology	Desirable
Evidence of successful leadership and management	Desirable
Experience of AppsAnywhere and Cloudpaging	Desirable
Awareness and understanding of the activities and developments within Higher Education and/or public sector	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
Ability to translate vision into effective, strategic technical solutions	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
Attributes	
Empathetic	Essential
Collaborative	Essential
Attention to detail	Essential
Customer-centric approach	Essential
Innovative	Essential