Job Description

Post/Job Title:	Senior Microsoft EUC Engineer
Ref:	585
Location including building:	University wide (Lansdowne Campus/Talbot Campus)
School/Support Service:	IT Services
Group/Section:	Technology Group
Normal hours per week: (Some flexibility will be required in order to ensure that key time scales and deadlines are met).	37
Grade:	Grade 6
Accountable to:	Principal EUC Infrastructure 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.
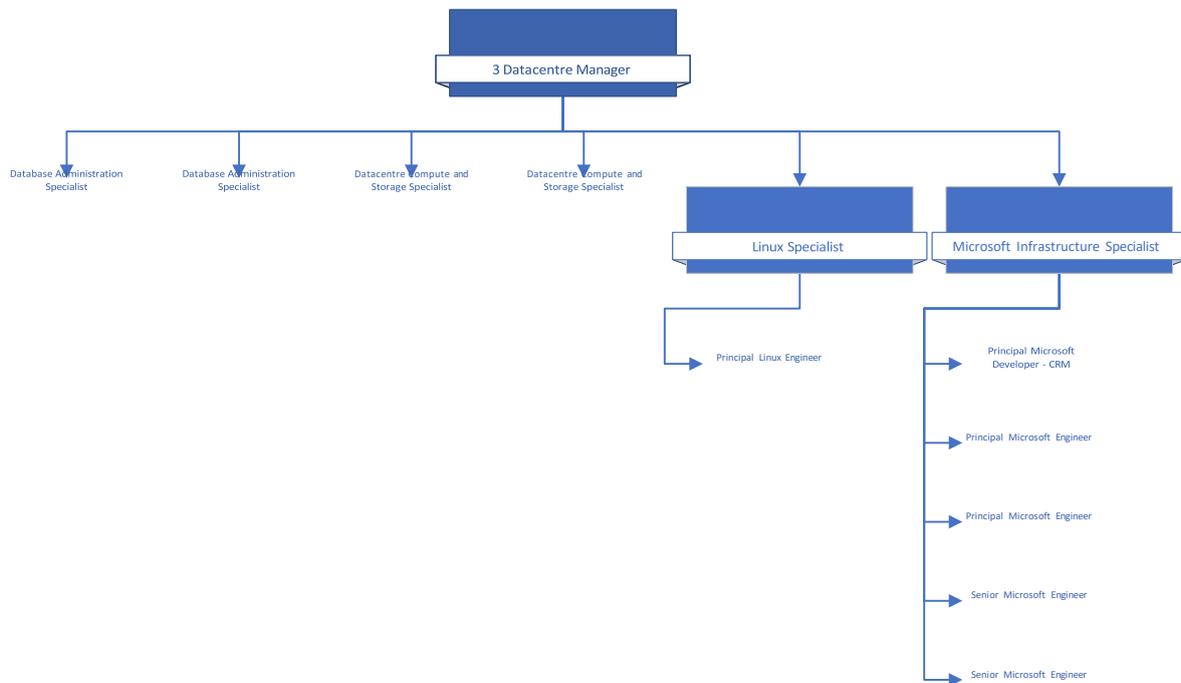
Reporting to the Principal EUC Infrastructure Engineer and working as part of the wider End User Computing Team, this role provides in-depth troubleshooting, using creative skills for solving any issues with successful deployment and management of Microsoft Windows on BU's End User Computing (EUC) estate. They will work closely with the application packagers and EUC infrastructure team to plan and complete assigned tasks to approved deadlines. The postholder 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.

Main Responsibilities

1. 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. Audit changes and compile reports on usages and licensing to ensure the estate is compliant with appropriate policies and standards.

2. Develop, test, and enable the deployment of comprehensive, secure, maintainable Microsoft Windows Operating System images to EUC devices.

3. Manage user profiles to ensure they are reliable, flexible, and fit for purpose.

4. Ensure users obtain a consistent experience across all EUC devices, including physical desktops/laptops, mobile devices, and virtual/remote desktop services.

5. Create and maintain documented designs, procedures, and packages for inclusion in the IT Services knowledgebase and other relevant information repositories.

6. 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.
    e. Management and maintenance of deployment and management tools, and remote access services, e.g. MECM, AppsAnywhere, VMware DEM, VMware Horizon, Leostream

7. Ensure the security of the EUC environment.

8. Serve as technical support in resolving EUC problems and changes. Document EUC problems and resolutions for future reference.

9. Test and document all configuration changes, enhancements, and upgrades to EUC systems .

10. Liaise with IT Services teams to provide 3rd line technical support of all EUC related systems.

11. Contribute to the identification of opportunities for service improvement.

12. Provide swift resolution of infrastructure and application related problems, liaising with other teams from ITS and/or external suppliers as required.

13. Provide root cause analysis for EUC problems when required.

14. Proactively identify common faults, areas where application reliability could be improved, or software that is consistently causing problems.

15. Implement changes to infrastructure in line with the IT Services Change Management Policy.

16. Ensure user acceptance tests are completed and critical defects addressed.

17. Maintain a personal development programme, measuring your performance against Key Performance Indicators, as agreed with the Principal EUC Infrastructure Engineer, and in line with team objectives.

18. 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.

19. 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.

20. 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.

21. 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

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                              │  3 Datacentre Manager │
                              └──────────┬───────────┘
      ┌──────────┬──────────┬──────────┼──────────────┬──────────────────┐
      ▼          ▼          ▼          ▼              ▼                  ▼
Database      Database   Datacentre  Datacentre  ┌─────────────┐  ┌──────────────────────────┐
Administration Administration Compute and Compute and │ Linux       │  │ Microsoft Infrastructure │
Specialist    Specialist  Storage     Storage    │ Specialist  │  │ Specialist               │
                          Specialist  Specialist └──────┬──────┘  └────────┬─────────────────┘
                                                        ▼                  ▼
                                                 Principal Linux     Principal Microsoft
                                                 Engineer            Developer - CRM
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                                                                     Principal Microsoft Engineer
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                                                                     Principal Microsoft Engineer
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                                                                     Senior Microsoft Engineer
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                                                                     Senior Microsoft Engineer
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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 and external, including level

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

<u>Information Governance Responsibilities</u>

<u>Data User</u>
i. 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 barred 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.

<u>Additional Information</u>

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.

March 2026

Person Specification

Bournemouth University

Post / Job Title:	Senior Microsoft EUC Engineer	Post No:585
School / Professional Service:	IT Services	Date: March 2026

SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications) in order of importance	
Degree, equivalent qualification, or demonstrable, comparable, capability in a relevant subject area.	Essential
Relevant experience of delivering enterprise-level end user computing infrastructure components using Microsoft Windows 7 and 10 in a structured environment	Essential
Experience of designing, implementing and testing automation scripts, e.g. PowerShell, VBScript	Essential
Experience in a production environment of Microsoft Operating System Deployment Tools and Technologies e.g. SCCM/MECM, MDT, AutoPilot	Essential
High-level demonstrable knowledge of Microsoft 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
Understanding of IT Service provision in medium to large organisations	Essential
Degree in a computer related subject and/or relevant professional experience/qualifications	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 Red Hat Enterprise Linux and/or Apple macOS, preferably with formal training.	Desirable
Experience of managing mobile devices and applications across Apple iOS or Android.	Desirable
Experience of Nexthink	Desirable
Experience of AppsAnywhere and CloudPaging/Application Jukebox	Desirable
Knowledge of web technologies	Desirable
Knowledge of emerging technologies relevant to end user computing	Desirable
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
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
Demonstrable ability to engage and collaborate with staff at a business and technical level	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

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