

## IT Services Specialist (End User Environment)

REQ231089

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

Come and join IT Services at a UK top 10 university. We are at the forefront of supporting the digital campus, protecting, and securing our IT systems, and developing strategies to take us forward in a rapidly evolving world. Whatever stage you are at in your career, Loughborough University provides a vibrant, dynamic experience. The atmosphere on campus is friendly and relaxed and offers fantastic facilities for staff to use.

As a member of IT Services, you can expect:

- support in developing your career, allowing you to progress towards your goals in a friendly environment.
- development opportunities including exposure to a wide breadth of technologies.
- work closely with all our partners from across the University to support digital transformation and deliver outstanding levels of service that are recognised as the best in the country by our students in the National Student Survey.
- a supportive dynamic working policy with flexible home/hybrid working where possible.
- a superb 440-acre green site in the heart of Leicestershire with first-rate facilities, plenty of open space, gardens, and sports areas.
- a great salary and benefits package, generous holiday allowance and pension scheme.

To be able to undertake this role you will:

- have a good working knowledge of IT Security within the Windows OS environment and working with a wide range of technologies to secure all aspects of a large enterprise network.
- A good understanding of Intune; Active Directory; Group Policy; Azure and networked based technologies.
- A good understanding of building Windows based images.
- have a good understanding of all modern desktop and mobile operating systems and how to effectively secure these in a research environment.
- be ready to engage with new systems/services and want to develop your professional skills.
- Integrate with the existing EUE Team and services.

There is a sense of pride across campus; employees are proud to be part of our continuous success and are an essential part of achieving all that we do. It's not just students that arrive at Loughborough for the first day of their future - we want our staff to feel the same too.

Diversity of experience, thought and perspective enriches our university and the lives of its community. It is crucial to our ongoing development as an international institution. We strive to create a culture that supports equality and celebrates diversity throughout the campus, and we are actively seeking to make our team more diverse.

Applications for job-share, part-time and flexible working arrangements are welcomed and will be considered in line with business needs.

Whatever area of IT you work in, if you're looking to make things happen then we're looking for you.

## Job Description

**Job Grade:** Management and Specialist, Grade 6

### Job Purpose

To provide expert assistance with the design, development, and subsequent management of a Cyber Essentials Plus certified research build working collaboratively with colleagues across the IT Services department. The post holder will be responsible for liaising with relevant teams and building effective working relationships with the University research community including the Research and Innovation Office and Doctoral College.

Working as part of the End User Environment team, the post holder will collaborate with colleagues in IT Services and across the University and will be engaged in a varied set of projects and initiatives. Liaising with subject matter experts within IT Services and the wider University; the post holder will work to develop technologies with the appropriate security measures to ensure the confidentiality, integrity and availability of university systems and data. The post holder will work on existing security arrangements and be actively involved in the specification, design, and implementation of new secure services with the IT security team.

Additional responsibilities will include providing expert level technical knowledge and skills in development and support of the End User Environment Services. The primary focus for this job will be to undertake specialist tasks associated with the Windows service including, but not limited to, operating system deployments and image creation.

The role holder will also have an excellent working knowledge of Configuration Manager Current Branch as this is used to manage the Windows service. A good working knowledge of Intune, Active Directory, Group Policy, and Azure AD\Entra ID will help to create a modern and secure desktop environment.

### Job Duties

- To work as part of a team responsible for configuring and remotely delivering operating systems, standard applications, security updates, security scanning, updates to applications, clients, and utilities to the research desktop service.
- Deploy security updates to endpoints including MS Windows operating systems; installed applications and resolving identified vulnerabilities on the designed Windows builds within the agreed 14 period. This should integrate with existing policies.
- Communicate changes to the service to the end users if security issues are identified.
- Create a testing and QA process to mitigate impact to the live service.
- Is responsible for the design and development, of a secure certified research build to support ongoing and future research projects. Working with team members, IT Services colleagues, and University stakeholders to ensure the provision of a stable, fit for purpose service including technical development and performance and usage monitoring.
- Helps with the support of implementing, maintaining, and supporting the security control that protect University systems and data assets from internal and external threats.
- Ensures that security technologies and practices are operating in accordance with university policies and standards to mitigate risk and ensure compliance.

- Investigates potential and actual service problems and recommends solutions. Develops and uses formal procedures to plan and test proposed solutions. Develops and uses procedures for collection of critical information in the event of system software failure. Analyses documentation, storage dumps and logs relating to system software failures to identify the failing component. Isolates failures and recommends actions to circumvent problems and enable the restoration of services with the minimum of business impact. Liaises with suppliers to obtain corrective code, installing and testing the code to ensure a permanent resolution.
- Develops and maintains knowledge of the technical specialism by, for example, reading relevant literature, attending conferences and seminars, meeting and maintaining contact with others involved in the technical specialism and through participating in national and regional events provided by UCISA and JISC, etc as appropriate.
- To build and maintain images containing operating system and core applications for distribution to research desktops, troubleshooting and resolving issues as they arise.
- To continually manage the research builds to ensure they adhere to security standards and best practice.
- To maintain effective local documentation including standard operating procedures, best practices, and methodologies for OS deployment and security best practices.
- To develop and maintain skills in Microsoft Windows and OS deployment including assessing how they may be deployed into existing services or developed into new ones.
- Contribute to the development of the End User Computing infrastructure, particularly relating to image creation, deployment and assisting with the development of technical methodologies, best practice, policies, procedures, and associated documentation.
- Author reports, procedure, policies, documentation for end users and for research staff, and provide training.
- Be active in ensuring your own continuing professional development and participate in relevant professional activities.
- Be familiar with relevant University procedures and policies (EDI, acceptable use, data protection, freedom of information, information security, purchasing etc) and advise colleagues and end-users accordingly.
- Undertake various other tasks on an occasional basis at the request of more senior staff in the professional service, and to a level commensurate with training, knowledge, grade, and skills.

*Note: This job description was created in the spirit of the BCS (The Chartered Institute for IT), SFIA (Skills for the Information Age) level 5 and 6 with support from the BCS.*

### **IT Services Special Conditions:**

This post involves configuration, development, or management of infrastructure for corporate IT systems or carrying out other work that requires privileged access to applications and data. Therefore, applicants must provide details of referees including their current line manager covering the three years prior to their application to a post at the University.

Many staff carry mobile phones which allow them to be notified by various systems at all reasonable hours of the week. When monitoring, diagnosis and configuration of services needs to be done outside normal working hours, it can sometimes be appropriate for the work to be carried out remotely at home when convenient.

Attendance on site outside normal working hours is occasionally necessary, for example during major system changes and maintenance. Such out-of-hours working as is necessary is scheduled in negotiation with the group of staff with relevant skills and takes account of the personal commitments and wishes of colleagues.

**For purposes of system management, IT Services staff often have enhanced access to data, files and computer systems and must always respect the privacy of information to which they have enhanced access. The only exception to this will be investigations authorised by IT Services Director or their nominee.**

### **Points To Note**

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

### **Special Conditions**

All staff have a statutory responsibility to take reasonable care of themselves, others, and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to always observing the University's Equality & Diversity policy and procedures. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

### **Organisational Responsibility**

Reports to EUE Team Manager but may receive strategic instructions from the Head of IT Platforms.

## Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage
<b>Experience</b>	Expertise in the creation of MS Operating system deployments using standard Microsoft based technologies.	1,3
	Extensive experience of centrally managing endpoints using all EUE management tools which are Configuration Manager, Intune, Active Directory and Group Policy.	1,3
	Experience in supporting large corporate systems and applications in a large enterprise networked environment.	1,3
<b>Skills and abilities</b>	Good logical diagnostic skills: ability to troubleshoot and resolve complex technical issues such as file and registry-related application problems on Windows operating systems.	1,3
	Knowledge of IT and Security principles and standards with experience of implementing these within a large user environment.	1,3
	In-depth knowledge of networked desktop and mobile Microsoft operating systems with particular emphasis on Windows 10.	1,3
	Ability to undertake vulnerability scanning and resolve identified security issues	1,3
	Ability to communicate effectively with both IT and non-IT staff.	1,3
	Good record keeping skills with the ability to produce clear technical documentation.	1,3
	Self-motivated, quick learner, able to work unsupervised and to contribute as an effective member of the team.	1,3
	Ability to innovate and convince others of the argument for change.	1,3
	Ability and eagerness to meet new objectives and learn new skills.	1,3
<b>Training</b>	Demonstrate evidence of having undertaken further training.	1,3
	Ability to assimilate technical information and keep up to date in your field.	1,3
<b>Qualifications</b>	Degree combined with relevant professional IT qualifications and experience. OR alternative qualifications and experience.	1, 3
<b>Other</b>	To promote and engage with the principals in the University Equity, Diversity & Inclusion Core Plan, and associated initiatives.	1, 3

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience within the HE/FE sector.	1,3
Skills and abilities	Working knowledge of IT/Information Security standards and frameworks such as Cyber Essentials	1,3

	Ability to manage IT projects effectively and efficiently with minimal supervision, a finite pool of resource, and under pressure.	1,3
Qualifications	Formal IT accreditation in relevant technical discipline.	1,3
	ITIL Foundation qualification or training.	1,3

## Conditions of Service

The position is Full-time and Open-ended. Salary will be on Management and Speciality Grade 6, £33,966 – £44,263 per annum, at a starting salary to be confirmed on offer of appointment.

The University is committed to enabling staff to maintain a healthy work-home balance and has several family-friendly policies which can be found [here](#).

The University offers a wide range of employee benefits which can be found [here](#).

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>