Loughborough University

Senior IT Specialist – Configuration Manager and Intune
Job Ref: REQ240311

School/Department Summary

IT Services is largely based in Holywell Park, a beautiful area of our green campus with a large car park, good public transport links and next to Burleigh Woods. Loughborough IT came top in the National Student Survey for IT resources & facilities in supporting learning for 2021 & 2022.

We have a very supportive culture and understanding of work/life balance, with hybrid working available. Staff particularly enjoy the flexibility available and the opportunity to contribute to interesting University wide projects. Colleagues have a wide variety of backgrounds from different areas, bringing a broad range of experiences.

Training is encouraged via secondment opportunities, lots of internal courses run by Organisational Development, job shadow, as well as online learning and external providers. Departmental lunches allow us to get together to meet all colleagues in person on a regular basis, in an informal setting.

Job Grade: Management and Specialist, Grade 7

Job Description

To provide expert level knowledge and support for the Configuration Manager infrastructure and play a vital role in the deployment and maintenance of the associated services. This role demands a deep understanding of Configuration Manager and Intune in conjunction with excellent troubleshooting skills.

Responsibilities will include managing the Intune infrastructure to ensure a secure endpoint estate made up of Macs, Windows PCs, and mobile devices.

To support the team as senior technical support lead, dealing with technical issues escalated by colleagues for support and guidance. Responsible for supporting other members of the department to ensure they adhere to best practices with the management tools.

The role will be the principal design authority for the services within their specific technical and management specialisms. This includes developing mutually agreed service roadmaps; whilst articulating the importance of following good service management and information security practice.

Senior IT Specialists are accountable for specific packages of work, delivery of objectives, and knowledge transfer for a group of colleagues working on specific initiatives.

Working together with colleagues in IT Services and across the University, the post holder will be engaged in a varied set of projects and initiatives including the transformation of how endpoint management services are delivered. This role will need to proactively build effective working relationships within the IT Platform teams, across the IT department and across the wider University.

Job Duties

- Is responsible for the design, development and service management of Configuration Manager and Intune infrastructure including planning and performing service upgrades, security updates and hotfixes.

- Is responsible for service improvements and projects relating to technical expertise. This includes working with stakeholders to analyse and understand requirements, contribute technical content, and work to provide innovative IT solutions. This includes the management and co-ordination of consultants and contractors working in support of the responsibilities of the team, as necessary.

- Coordinates the speedy and permanent resolution to problems in systems and services, by coordinating the efforts of the resolution team or teams. Documents such incidents and problems using the appropriate processes and systems.

- Contributes to the implementation of service continuity measures which include: the development of Service Recovery Plans, system backup processes, testing of system recovery, system cloning for development and testing purposes. This includes providing advice for Business Continuity scenario planning.

- 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. Remediates service wide issues following IT service change processes.

- Package, test, and deploy applications using Configuration Manager and Intune in compliance with best practices.

- Provide expert-level support and guidance for issues escalated from other teams and colleagues.

- Oversee the security patch management process for operating systems and applications and maintain schedules and compliance reporting.

- Ensures that operational documentation for relevant systems, software, and products is fit for purpose and current. Provides advice and guidance to other colleagues and Service Desk staff on the correct and effective use of systems and software.

- Stay updated on emerging technologies and industry trends and share knowledge to others managing or delivering endpoint services.

- Ensure the Microsoft Intune endpoint management solution is designed to manage mobile devices, PCs, and applications. Design and enforce security policies and baselines using conditional access.

- Manage custom Intune roles and add assignments for assigned roles.

- Writes, or contributes to, articles, and papers and speaks at conferences, user groups, or specialist subject groups on topics involving the technical specialism. Plays a leading role in special interest groups concerned with the technical specialism. Is fluent at articulating best practice and is a recognised authority in the technical specialism.

- 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 administrative access 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 paged 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 observing the University's Equity & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equity & 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 End User Environment Team Manager (Gary Hale).

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. If helpful, you may wish to structure this like below:

"[EC1, EC2, DC2] *Previous experience that demonstrates how you meet these criteria.*"

Stages of assessment are as follows:
1 – Application
2 – Test/Assessment Centre/Presentation
3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	[EC1] Expertise in Configuration Endpoint Management and Microsoft Intune	1,2,3
	[EC2] Experience of managing large and complex IT services, supporting large and/or diverse user populations.	1,3
	[EC3] Experience of managing projects and service improvements.	1,3
	[EC4] Experience of managing product roadmaps, horizon scanning, and articulating how technology integrates into the business environment.	1,3
	[EC5] Experience of centrally managing endpoints using all environment management tools including Active Directory, Group Policy, and Entra ID.	1,3
Skills and abilities	[EC6] Expert knowledge and understanding of IT concepts and architectures, coupled with sound knowledge of problem management and the principles and processes of implementing and delivering IT services.	1,3
	[EC7] High levels of logical diagnostic and investigation skills; ability to troubleshoot and resolve complex technical issues on Windows operating systems and associated technologies.	1,3
	[EC8] In-depth knowledge of networked desktops with particular emphasis on Windows 10 and Windows 11.	1,3
	[EC9] Ability to use scripting languages such as PowerShell to automate tasks within a Microsoft environment.	1,3
	[EC10] Ability to establish extremely effective working relationships with colleagues across the university and to, coach and mentor both IT and non-IT staff.	1,3
	[EC11] Excellent written skills and ability to produce technical documentation in a format suitable to its intended audience.	1,3
	[EC12] Initiative-taking, adaptive learner, able to work independently while also functioning as an effective member of the team.	1,3
	[EC13] Ability to innovate and convince others of the argument for change.	1,3

	[EC14] Ability and eagerness to meet new objectives and learn new skills.	1,3
Training	[EC15] Demonstrate evidence of having undertaken further training.	1,3
Qualifications	[EC16] Degree combined with relevant professional IT qualifications and experience. OR alternative qualifications and experience.	1,3
Other	[EC17] 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	[DC1] Experience within the HE/FE sector.	1,3
	[DC2] Experience of DevOps style processes e.g., Code Repository, Continuous Integration, and automation.	1,3
	[DC3] Ability to undertake vulnerability scanning and resolve identified security issues	1,3
	[DC4] Experience with budget management at either a small project or team level.	1,3
Skills and abilities	[DC5] Experience with managing mobile devices in Intune	1,3
	[DC6] Experience with Defender for Endpoint and security baselines.	1,3
	[DC7] Excellent working knowledge of Microsoft Active Directory and Group Policy.	1,3
	[DC8] Ability to attend complex IT projects effectively and efficiently with minimal supervision, a finite pool of resource, and under pressure.	1,3
Qualifications	[DC9] Formal IT accreditation in relevant technical discipline.	1,3
	[DC10] ITIL Foundation qualification or training.	1,3

Conditions of Service

The position is Full-time and Open-ended. Salary will be on Management and Specialty Grade 7, £45,585 – £54,395 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 equity 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/