

## IT Services Specialist (Application Packaging and Deployment)

Job Ref: REQ240596

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**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

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 in 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-sharing, 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.

Informal chats about the role are welcomed, please contact the EUE Team Manager, Gary Hale via [g.j.hale@lboro.ac.uk](mailto:g.j.hale@lboro.ac.uk). As the manager of the team, you will be working in, I would like to personally encourage your application regardless of gender identity, cultural background, or disability.

## Job Description

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

### Job Purpose

One of the main functions of the End User Environment Team is to provide application packaging and deployment across all Windows Services

The role holder will have the main responsibility for these areas. This will include ensuring that a variety of applications and plug-ins can be deployed unattended to Windows workstations: either silently or with visible progress as required. This role is also critical to ensuring that applications and common plug-ins are kept up to date and security vulnerabilities are patched in a timely fashion.

The role holder requires a strong working knowledge of Microsoft Endpoint Configuration Manager and Intune as this is used to manage the various Windows services.

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 role holder will also manage the IT Services managed License servers and desktops licenses, including annual license changes, patching, and upgrades.

### Job Duties

- To develop, test and maintain software packages for distribution to desktops, troubleshooting and resolving issues as they arise.
- To build and maintain images containing operating system and core applications for distribution to user desktops, troubleshooting and resolving issues as they arise.
- To maintain effective local documentation including standard operating procedures, best practices, and methodologies for application packaging and OS deployment.
- To develop and maintain skills in Microsoft Windows, OS deployment and software packaging technologies, including assessing how they may be deployed into existing services or developed into new ones.
- To facilitate and run the yearly software request process used for the annual labs refresh including an assessment of lessons learned from the previous year with specific consideration given to whether it met the users' needs.
- Contribute to the development of the End User Environment infrastructure, particularly relating to applications and image deployment, assisting with the development of technical methodologies, best practice, policies, procedures, and associated documentation.
- Contribute to the ongoing software selection and management, particularly relating to applications and image deployment, best practice, policies, procedures, and associated documentation.
- Manage and maintain the existing License Servers, including yearly licenses refreshes, License manager updates, server updates as required.
- Liaise with various software suppliers to help develop the service and manage and co-ordinate consultants and contractors working in your area.
- 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.
- 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.

*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.*

### **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 Equality & Diversity policy and procedures at all times. 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
Experience	[EC1] Expertise in packaging, repackaging, and automating software installations for a range of Windows desktop software using software packaging technologies.	1,3
	[EC2] Good working knowledge of Windows Installer technology and MSI databases.	1,3
Skills and abilities	[EC3] 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
	[EC4] Extensive experience of centrally managing endpoints using all EUE management tools which are Configuration Manager, Intune, Active Directory and Group Policy.	1,3
	[EC5] In-depth knowledge of networked desktops with particular emphasis on Windows 10 and Windows 11.	1,3
	[EC6] Ability to undertake vulnerability scanning and resolve identified security issues	1,3
	[EC7] Ability to use scripting languages such as VBScript, PowerShell, or batch scripting to automate tasks within a Microsoft Windows environment.	1,3
	[EC8] Ability to communicate effectively with both IT and non-IT staff.	1,3
	[EC9] Good record keeping skills with the ability to produce clear technical documentation and testing plans.	1
	[EC10] Self-motivated, quick learner, able to work unsupervised and to contribute as an effective member of the team.	1,3
	[EC11] Ability to innovate and convince others of the argument for change.	1,3
	[EC12] Ability and eagerness to meet new objectives and learn new skills.	1,3
Training	[EC13] Demonstrate evidence of having undertaken further training.	1
Qualifications	[EC14] Degree combined with relevant professional IT qualifications and experience. OR alternative qualifications and experience.	1
Other	[EC15] 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
Skills and abilities	[DC2] Familiarity with Microsoft Volume Licensing Services.	1,3
	[DC3] Familiarity with FlexLM license servers	1

	[DC4] Excellent working knowledge of Microsoft Active Directory and Group Policy.	1,3
	[DC5] Ability to attend complex IT projects effectively and efficiently with minimal supervision, a finite pool of resource, and under pressure.	1,3
Qualifications	[DC6] Formal IT accreditation in relevant technical discipline.	1
	[DC7] ITIL Foundation qualification or training.	1

## Conditions of Service

The position is full-time and open-ended. Salary will be on Management and Specialty 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/>