Loughborough University

IT End User Computing Specialist
Job Ref: REQ240656

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

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 several years in a row.

We have a very supportive culture, an 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 Description

Job Grade: Management and Specialist, Grade 6

Job Purpose

To provide expert level technical knowledge and skills in the 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 services including, but not limited to, Operating System deployments, image creation, application and security management.

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

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. This role will need to proactively build effective working relationships within the IT Platform teams and across the IT Services.

Job Duties

- To work as part of a team responsible for configuring and automating remote delivery across the University campus of operating systems, standard applications, security updates, application updates, an other agents to staff and student endpoints using Intune, Active Directory, Group Policy, and Entra ID.

- Participate in projects, working across the University, to plan and develop new technical platforms for IT services and to roll out these services to users. In designing and delivering IT services, IT Services Specialists will liaise with customers to understand and analyse their requirements, contribute technical content, and work to provide innovative IT solutions to support business critical University functions.

- To build and maintain images containing core and bespoke applications for distribution to user's desktops, ensuring that testing has been in-depth, users and their representatives have been consulted and any resultant problems are dealt with efficiently.

- To facilitate the yearly image creation 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.

- Creating and maintaining a Multi-Boot Lab build comprising of a Windows and Linux partition. Liaising with team colleagues to ensure this build follows existing best practices and security guidelines.

- Deploy security updates to end point 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 and includes the communication of changes to end users.

- 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.

- Investigates potential and actual service problems and recommend 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.

- 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 Equity & Diversity policy and procedures. 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 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 the creation of MS Operating system images and deployments using Configuration Manager.	1,2,3
	[EC2] Hands on direct experience of centrally managing endpoints using the management tools used by the team, which includes Configuration Manager, Intune, Active Directory and Group Policy.	1,2,3
	[EC3] Hands on direct experience of deployment using Windows Installer technology and MSI deployments.	1,2,3
	[EC4] Experience in supporting large corporate systems and applications in an enterprise networked environment.	1,3
Skills and abilities	[EC5] Excellent logical diagnostic skills demonstrated by the ability to troubleshoot and resolve complex technical issues such as file and registry-related application problems on Windows operating systems.	1,2,3
	[EC6] Ability to undertake vulnerability scanning, explain the associated service risk, and resolve identified security issues	1,2,3
	[EC7] Ability to use scripting languages such as VBScript, PowerShell, or batch scripting to automate tasks within a Microsoft Windows environment.	1,2,3
	[EC8] Ability to communicate effectively with both IT and non-IT staff.	1,3
	[EC9] Ability to produce clear technical documentation.	1,3
	[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 adopt new procedures and learn new skills.	1,3
Training	[EC13] Demonstrate evidence of proactively undertaking your own professional development.	1,3
Qualifications	[EC14] Degree combined with relevant professional IT qualifications and experience. OR alternative qualifications and experience.	1,3
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.	1,3
Skills and abilities	[DC2] Hands on experience of enrolling and managing Windows devices in MS Intune.	1,2,3
	[DC3] Experience of using DevOps style processes e.g. Code Versioning, Continuous Integration, and automation to manage infrastructure/platform services.	1,3
	[DC4] Ability to administer Microsoft Active Directory and Group Policy.	1,3
Qualifications	[DC5] Formal IT accreditation in relevant technical discipline.	1,3
	[DC6] 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/