

Senior Windows Endpoint Professional

Job Ref: REQ260008

School/Department summary:

IT Services is located in Holywell Park, a scenic part of our green campus with good transport links and ample parking. Recognised as one of the top institutions nationally for IT resources and facilities in the National Student Survey, Loughborough's IT Services team is proud of its reputation for excellence. We foster a friendly and supportive culture that values work-life balance, offering flexible and hybrid working opportunities. Our staff enjoy collaborating on innovative, University-wide projects that brings together a rich mix of skills, backgrounds, and experiences.

Job Description

Job Family and Grade: Management and Specialist Grade 7

Job Purpose

To provide expert level knowledge in technology such as Microsoft Endpoint Configuration Manager and Intune which manage desktop and mobile Operating Systems at the University. This role will require management of the annual custom image creation process for the Windows Labs Services. To work very closely with stakeholders across the organisation, this includes proactively building effective working relationships with colleagues in IT Services and across the University, especially the Service Desk, Support, and IT Security Teams.

Job Duties

- **Assess security risks on endpoints** within managed Windows services and collaborate with IT Security to ensure data protection and endpoint security.
- **Lead and maintain client health reporting** to identify and remediate endpoints with vulnerabilities.
- **Lead service improvements and participate in technical projects** by analysing requirements, delivering innovative solutions, and coordinating with contractors, consultants, and third-party vendors.
- **Lead on deploying Windows security updates**, drivers, and firmware using Microsoft Endpoint Configuration Manager and Microsoft Intune.
- **Support the End User Environment packaging team** by assisting with application packaging, deployment, and remediation across managed services.
- **Contribute to the improvement and development** of existing and new IT Services.
- **Accountable for the annual image creation process for the teaching lab refresh project**, including building custom Windows images and configuring task sequences in Configuration Manager.
- **Responsible for supporting the management of additional security tools**, including LAPS and BitLocker.
- **Assist with Cyber Essentials certification** and provide support for the Cyber Essentials+ research managed service.
- **Maintain and update system documentation**, offering guidance to colleagues and Service Desk staff.
- **Keeps technical knowledge current**, engaging with professional development, user groups, and conferences.
- **Provide specialist or high-level technical advice, direction and input** related to supported services. **Have professional autonomy and discretion** within operational policies and procedures.
- **Undertakes other related tasks as required**, aligned with role scope and expertise.

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 outlined in the document.

Organisational Responsibility

Reports to the: End User Environment Team Manager

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as 1 in the table below.

When completing your application form, please reference the section [EC1, EC2, DC2, etc] when you describe your experience that demonstrates how you meet the listed criteria.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured within Remote Interview
- 3 – Criteria measured at second in person Interview
- 4 – Criteria measured at Test/Assessment Centre/Presentation

Note: Stage 3 and 4 will be held on the same day.

Essential Criteria

Area	Criteria	Stage
Experience	[EC1] Experience in deploying, managing, reporting, and remediating Microsoft security updates across Windows endpoints using Microsoft Endpoint Configuration Manager and Intune.	1,2,3,4
	[EC2] Experienced in creating custom Microsoft operating system images and deploying them using Microsoft Endpoint Configuration Manager.	1,2,3
	[EC3] Experienced in client health reporting and vulnerability management for managed Windows environments using Microsoft Endpoint Configuration Manager and Intune.	2,3,4
	[EC4] Demonstrate strong logical diagnostic skills through the ability to troubleshoot and resolve complex technical issues.	2,3,4
	[EC5] Experienced in centralised endpoint management utilising tools such as Microsoft Endpoint Configuration Manager, Intune, Active Directory, and Group Policy.	1,4
	[EC6] Experienced in application packaging and deployment through Microsoft Endpoint Configuration Manager and Intune.	2,3,4
	[EC7] Experienced in utilising scripting languages, such as PowerShell, to automate administrative tasks within Microsoft Windows environments.	1,3,4
	[EC8] Experienced in managing projects and driving service improvements.	3

Skills and abilities	[EC9] Possess excellent written communication skills with the ability to present information professionally, tailored to the intended audience, and effectively engage with both technical and non-technical stakeholders.	3
Training	[EC10] Demonstrates a proactive approach to professional development, with a willingness to undertake additional training and adopt new procedures as required.	3
Qualifications	[EC11] Degree combined with relevant professional IT qualifications and experience.	1
Other	[EC12] To promote and engage with the principals in the University Equity, Diversity & Inclusion Core Plan and associated initiatives.	3

Desirable Criteria: These are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications that meet the essential criteria.

Area	Criteria	Stage
Experience	[DC1] Experience in implementing DevOps practices, including processes such as code versioning.	1,3
	[DC2] Ability to retrieve detailed endpoint data from Microsoft Intune via APIs to generate comprehensive reporting.	1
Skills and abilities	[DC3] Experience within the HE/FE sector.	1
	[DC4] Experience with Cyber Essentials and Cyber Essentials Plus certifications	1
Qualifications	[DC5] Microsoft Intune, Windows administration, and Microsoft Endpoint Configuration Manager.	1

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Uphold and actively contribute to the [University's commitment to Equity, Diversity, and Inclusion](#), ensuring that all duties are carried out in alignment with this.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic and Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We 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 career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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.