|  |  |
| --- | --- |
| **Role title** | **Lead EUC Engineer** |
| **Section** | **IT** |
| **Directorate** | **F&BS** |
| **Reports to** | **Andy Blythe** |
| **Date** | **22/07/2022** |
| **Leadership Level** | **Not Applicable** |
| **Grade** | **To be completed by evaluation panel** |

**Purpose of the role**

The overall purpose of the role is to act as a Subject Matter Expert within in the EUC service tower taking a senior lead in both our break/fix service & project work for the ENW business. The lead EUC engineer will work closely with the EUC tower lead, Architects, Product Change Managers & 3rd Parties in developing a sustainable, strategic EUC service.

**Knowledge, Skills & Experience**

* 3 – 5 years’ experience in a desktop support/end user compute support role
* Knowledge of current & past Microsoft windows operating systems
* Knowledge & experience with Microsoft 365 (Word, Excel, PowerPoint, Outlook, OneDrive, Intune etc)
* Microsoft Active Directory & Azure Active Directory knowledge
* Remote desktop support tools
* Desktop/printer configurations
* Excellent interpersonal & communication skills
* Experience & technical knowledge of IT, PC’s / peripherals & their architecture
* Extensive knowledge of mobile devices, specifically android & IOS.
* Break fix, IMACs, Incidents, Projects
* Experience with Ticket Management toolsets
* Experience & ability to work as part of a high performing team
* Proven ability to work independently
* Comfortable with liaising & working alongside senior business leaders
* Comfortable with liaising & working alongside 3rd Parties
* Display flexibility & the ability to manage your day effectively
* UK driving licence

Desirable skills & experience

* Degree educated preferred
* ITIL foundation level
* Formal Office 365/SCCM/Intune Microsoft training
* Ivanti IT service management toolset

**Principal responsibilities of the role**

* Lead on troubleshooting issues using a sustained analytical & logical approach ensuring these principles are followed by the rest of the team
* Provide cover for the EUC tower lead
* Develop & maintain relationships with 3rd parties & business stakeholders at all levels to improve the EUC service & customer satisfaction
* Act as Subject Matter Expert on new system implementation projects; lead on knowledge transfer including documentation of new processes to support Service Transition
* Identify & propose improvements across the EUC tower processes & systems utilising technology to its fullest to increase efficiency & drive automation
* Responsible for SLA, KPI adherence on all EUC tickets
* Assist in the successful creation & delivery of the EUC Design & Strategy
* Manage Build, Images & Remote deployment toolsets
* Responsible for the day to day management of EUC 3rd party providers
* Raise issues/concerns to EUC tower Lead Escalation point
* Maintain a security & data focus whilst delivering the BAU Service
* Stock management/purchase ordering
* Act as a coach for developing junior team members
* Produce EUC tower reports to reflect the service performance

**Behaviours**

You will also demonstrate the following behavioural competencies:

|  |  |
| --- | --- |
| Behavioural Competency | Enter ‘Y’ for relevant competences |
| Thinking - Forward thinking - You can take a forward looking perspective when considering the delivery of decisions, activities & projects. |  |
| Thinking - Customer understanding - You have a thorough understanding of the needs of internal/external customers & you use this understanding to promote excellent customer service to maximise business. | **Y** |
| Thinking - Analytical Thinking - You can analyse problems & identify key issues that need actions, assessing the situation in a systematic way, considering time sequences, priorities & you are able to draw logical conclusions from the data. | **Y** |
| Influencing - Concern for impact - You anticipate & respond to the needs of others in order to achieve an appropriate outcome. You are sensitive to the impact you have on others & you can modify your approach to influence the outcomes of your dealings with different people. | **Y** |
| Influencing - Interpersonal awareness - You are able to develop a good understanding of others’ feelings, needs & concerns, & actively seek to do so. You think through how people are likely to react & have an intuitive grasp of what makes people tick. |  |
| Achieving - Results focus - You set objectives for yourself & others & ensure they are achieved within agreed parameters which in turn delivers successful business outcomes. | **Y** |
| Achieving - Concern for excellence - You strive to exceed your performance goals through the continuing pursuit of excellence & quality in all aspects of your work. | **Y** |
| Achieving – Initiative - You anticipate situations & problems, finding appropriate solutions & grasping opportunities. You take action that potentially adds value to the business & represents your contribution distinctively. |  |
| Self-Managing – Tenacity - You are able to demonstrate repeated effort & resilience when overcoming a number of obstacles to achieve results, showing a positive attitude despite setbacks. | **Y** |
| Self Managing – Independence - You are prepared to raise issues in the face of opposition. You are able to stand up for your own ideas, not give in to group pressure & challenge more senior colleagues. |  |
| Self Managing – Flexibility - You adapt your thinking & behaviour to suit the requirements of different situations; you see the value of an alternative view & are receptive to changing circumstances. |  |

**Key measures *(Performance Indicators)***

* **EUC SLA’s**
* **EUC Backlog**
* **Project Delivery in agreed timescales**
* **Quote Generation**
* **Stock Level Management**
* **Prioritising resourcing**

**Dimensions of the role**

|  |  |
| --- | --- |
| Owner of a budget (has total responsibility for the budget) | No |
| Budget Amount | £ |
| Number of Colleagues who directly report to role holder |  |
| Total number in team, including any colleagues who report mangers that come under the role |  |

**Key relationships *(Internal & External)***

Internal

* Senior Stake holders WLT/SLT/ELT
* End Users Community
* ENWL IT SDM
* EUC tower Lead
* Internal IT Teams

External

* Service Delivery - LittleFish
* 3rd Party Supply Chain - SCC, Softcat
* 3rd Party Vendor Support - Microsoft, Vodafone, Apogee

|  |  |
| --- | --- |
| Date Role Evaluated | *Be completed by evaluation panel* |