JOB DESCRIPTION

JOB TITLE: **ICT Senior Engineer**

GRADE: **4**

REPORTING TO: **ICT Infrastructure Manager**

RESPONSIBLE FOR: **N/A**

ROLE SUMMARY

The post holder will act as the Company's expert in relation to managed desktop services, specifically desktop imaging and software packaging.

The post holder will be expected to lead and manage various infrastructure and desktop projects and work programmes which support CDHG business objectives.

The purpose of the role is to support the ICT team in terms of ICT service delivery, ICT development, ICT policy advice and formulation.

To provide technical support for all service desk and desktop support related problems.

Will assist the ICT Infrastructure Manager and deputise where necessary in their absence.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

-   Responsible for managing, implementing and developing Microsoft SCCM and associated tools to ensure the group has fit for purpose, effective and efficient technology to manage company wide hardware and software assets.

-   Developing and managing standard operating system images in Microsoft SCCM to provide a high quality, company wide desktop, laptop and tablet infrastructure for the group.

-   Developing SCCM software packages to enable the automated and timely deployment of software across the company. Managing and planning complex company wide operating system and software roll out, release and upgrade programs, ensuring software disruption is timely and disruption and risk to the business is kept to an absolute minimum.

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- Lead and manage projects which actively supports the business objectives and ensuring these are delivered within timescales, to budget, any risks/issues are recognised and alleviated and work is allocated appropriately to teams and individuals.

- To assess and evaluate significant technology solutions and make recommendations for use company wide in CDHG.

- To take responsibility and ownership of complex and demanding technical issues and problems when escalated by service desk and support staff. Working autonomously and without technical support to seek solutions to complex problems.

- Developing standard processes and procedures that staff can follow for all aspects of ICT service delivery to achieve an effective and high quality ICT service and to assist the Infrastructure Manager to formulate and develop ICT policies which will apply to all CDHG staff.

- To direct, manage, supervise, support, train and lead ICT support staff as and when required.

- Manage and develop a solutions knowledge base to ensure a high quality ICT support services and to promote and enable customer ICT self-service.

- Manage and liaise with third party ICT solution partners, provider's and users in addressing project and ICT support related issues.

- Procurement of end point hardware and associated software and responsibility for Mobile Device Management platforms.

- Act as an escalation point for customers and managers relating to end point and service desk issues.

- Support the Infrastructure Manager to develop and implement strategic and operational plans and assist the Infrastructure Manager in managing Microsoft Licensing compliance.

- Deputise for the Infrastructure Manager as and when necessary.

- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.

- Comply with Group confidentiality and information security policies at all times.

- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

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PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	Educated to Degree level or relevant experience\knowledge.	Prince2 ITIL Foundation	• Application Form • Selection Process • Pre-employment checks
Experience	Significant experience in managing PC, laptop and tablet builds and software installation using both automated and manual processes and tools (e.g. SCCM). Significant experience in software packaging and the deployment of software across a desktop estate (e.g.. SCCM) Significant and varied experience in ICT support. Experience using Powershell. Significant experience in managing ICT changes and releases to minimise disruption for customers. Significant experience in leading and managing ICT projects and programmes on time and delivering continuous improvement. Robust and able to work autonomously on complex ICT problems, issue and projects with little or no technical support.	VDI technology (VMWare, Citrix, or RDS) Mobile Device Management systems. Awareness of effective budget management.	• Application Form • Selection Process
Skills/knowledge	Knowledge of tools to automate desktop imaging and deployment of software	Knowledge and understanding of	• Application Form • Selection Process

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(preferably using SCCM)	Microsoft Licensing.	
Excellent knowledge of ICT support services and desktop provision.

Ability to work effectively with colleagues and other ICT teams and specialists.

Ability to deal effectively with difficult and complex situations that arise from working with internal and external ICT partners.

Ability to understand, convey and communicate complex ICT issues to end users and non-technical staff.

Knowledge of operating system and desktop software licensing.

An understanding of infrastructure technologies and their dependencies.

Good research, numeracy and analytical skills.

Negotiating skills.

Well organised, able to work to tight deadlines with conflicting demands, schedule & prioritise work effectively and provide realistic time estimates.

Proven ability to analyse and solve complex problems. | Ability to deliver effective training sessions. | |

Values	**People first**: People are at the heart of everything we do. In our communities the way we listen and respond to people will determine the way we grow. It is only by connecting with and trusting people that living can be fully brought to life. **Outstanding delivery:** Push the boundaries of customer service and added value through proactive behaviour. Because the smallest detail can make the biggest difference, outstanding must be the new standard and the new routine. **Proud communities:** Taking responsibility and feeling confident only occurs when there is a sense of pride and optimism at home. Positive steps lead to more positive steps and as a result, there is an ability to create and seize better opportunities		• Application Form • Selection Process