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| **Role title:** | End User Computing Senior Engineer | **Responsible to:** | Service Desk Manager |
| **Division:** | Digital & Change | **Department:** | Service Delivery |
| **Direct Reports and Level:** | No direct reports | **Scope:** | End User Computing – Global  |
| **Scale:** | No people£0 Budget£0 income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 | **Role Family** | Group Corporate Functions |

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| **Overall Role Purpose** |
| The purpose of the End User Computing (EUC) Senior Engineer is to lead on the development and delivery of the EUC strategy. This will be achieved through the design, maintenance and day to day management of EUC platforms, including delivering new technologies and working approaches across the MPS Group to ensure we can provide a high quality, trusted, service to our members.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Contribute to the development and delivery of the Digital and Change divisional strategy and the Service Delivery departmental strategy to plan, cost and quality
* Lead on the management and control of the EUC estate developing and maintaining the related policies, processes and changes.
* Ensure incidents and service requests are delivered against structured SLA and KPI targets to deliver excellent service to colleagues and members.
* Support the continual EUC service improvement plan for the department through regular retrospectives to enable improvements to operational processes and procedures to deliver improved efficiency and cost.
* Support assigned projects/initiatives activity (such as formulating and defining technical changes) to ensure effective delivery of projects/initiatives to time, cost and quality and that can demonstrate a return on investment
 | * Corporate Strategic priorities Vs plan
* Division Plan delivery Vs plan
* Delivery of projects to plan
* Adherence to EuC related policies and procedural measures.
* IT Service Reporting Pack and Balanced Scorecard
* Measurement against annual IT Service Desk survey
* Stakeholder feedback
* Deliverables Vs plan
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| **Financial*** Ensure that all spend is managed within organisation policy reporting on variance to budget to the D&C leadership team
 | * Departmental operational budget Vs Plan
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| **Member*** Seek opportunities to continuously improve ways of working (services, processes, tooling) and contribute to team, department and divisional continuous improvement projects aimed to drive operational efficiency, deliver on KPIs, SLA’s, financial targets and great member experience and outcome.
* Monitor and provide robust challenge of emerging risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for members or are likely to have a material adverse effect on the Group, its operation or financial security
* Provide support to the D&C division to ensure fair treatment and outcomes for colleagues and the organisation ensuring compliance with associated policies.
 | * Net promoter score
* Member satisfaction survey results vs plan
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| **People*** Take accountability for own CPD, training, competence, performance and engagement of self and colleagues, ensuring clarity on own accountabilities and comply with all law, governance, policy standards and processes.
* Develop colleague understanding of relevant processes and policies through on-going dialogue with colleagues and through periodic workshops.
* Maintain a strong culture of compliance across all relevant divisional and departmental processes, challenging if required to ensure processes are followed across the business
 | * Delivery of Personal Development Plan
* One to one / performance review meetings
* Compliance with Training and Competence Schemes
* Stakeholder feedback
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| **Risk*** Provide effective governance of EUC delivery ensuring compliance procedures remain fit for purpose and effective risk and issue management to ensure that risks to delivery and benefit realisation are understood and mitigated or accepted
* Ensure that relevant security vulnerabilities are removed and / or mitigated in line with security policies and that MPS EUC solutions comply with vendor support cycles and MPS lifecycle management policy.
* Contribute to an environment where all colleagues in D&C recognise the importance of adherence to policies and procedures, risk identification and management
* Identify and report risks and issues identified within D&C and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues.
* Adhere to business processes and controls which are in place to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable)

Comply with applicable professional ethical guidance, external regulation and all relevant internal policy and procedures, including those relating to health and safety, data protection and IT security. | * Programme and Project Risk management plans (RAID)
* Compliance with organisational Risk & Control policies and processes
* Audit Actions completed in line with agreed management response
* Risk & Control Self- Assessments
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| **Responsibilities (RACI)** |
| * Act as an advocate for Digital and Change, finding opportunities for innovation and delivery of EUC solutions to MPS colleagues to the benefit of MPS
* Shape the MPS End User Computing and lifecycle management strategy and its ongoing delivery and support
* Working with colleagues across Digital and Change and MPS to provide technical support in relation to EUC, and facilitating knowledge transfer and documentation to service desk and EUC colleagues to support team development
* Delivery of any required EUC actions or solutions through the Problem Management process or Continual Service Improvement register to deliver the best outcomes
* Deliver all activities and initiatives in line with the EUC delivery strategy. Maintaining those principles, policies, procedures, compliance and controls (including lifecycle management, patching cycle, anti-virus, etc) needed to deliver the best outcomes.
* Seek opportunities to improve EUC service delivery, contributing ideas and making suggestions on how processes, tooling, solutions and ways of working can be enhanced, taking the initiative on implementing these where possible.
* Demonstrate a general awareness of current information security issues and technical threats, how they may affect MPS EUC environment and the types of preventative and remedial activity which may be undertaken to address them.
* Continually assess the technology landscape, keep abreast of evolving trends, solutions and principles; making recommendations where relevant as to how MPS could utilise these.
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
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| **Key Governance Responsibilities** |
| Change Advisory Board (CAB) – Attendee, as required. |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking |  |
| Building Capability in Self and Others |  |
| Influencing Others |  |
| Collaborating for Results |  |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking  |  |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Qualified to foundation level in ITIL v3, 2011 or ITIL 4.
* Microsoft 365 fundamentals certification or equivalent
* Significant expert knowledge of Microsoft Windows 10 and the Office 365 product suite
 | * Knowledge and understanding of group policy administration and end point configuration management
* Knowledge and understanding of computer hardware
* The ability to self manage, prioritise work and manage multiple activities.
* Excellent interpersonal and written communication skills.
* Ability to work with high attention to detail and accuracy.
* Ability to problem solve and make informed decisions using own initiative.
* Ability to handle confidential information and act with integrity.
* High-energy work ethic, ability to establish vision, drives change and delivers results.
 | * Significant Experience of troubleshooting technical issues with Windows OS, office and hardware
* Experience of deploying and managing Office 365 services within an organisation
* Experience of using Microsoft SCCM
* Experience of using Microsoft InTune and Autopilot
* Experience of VDI solutions and platforms
* Experience of delivering against SLA and KPI targets
* Significant Experience of explaining technical issues and solutions to non-technical staff.
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| **Desirable** | * Microsoft 365 Modern Desktop Administrator Associate Certification or equivalent
 | * Understanding of Microsoft server technologies
* Understanding of Microsoft Azure
* Knowledge of ITIL change management and problem management processes
 | * Experience of using PowerShell and scripting principles to solve issues or make large scale changes
* Experience of managing EuC services in a security focused business.
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