Job Title: End-User Device Engineer

Grade: 4

Responsible to: End-User Device Manager

Context of the End-User Device Engineer

Falmouth Exeter Plus manages and delivers services at Falmouth, Penryn and Truro Campuses on behalf of Falmouth University and the University of Exeter. Working with the Falmouth & Exeter Students' Union (FXU) and the wider, universities partnership, we support Higher Education learning and living and ensure that the interests of all campus users are at the heart of everything we do.

In support of that vision, the IT & Digital mission is to *"Drive Innovation and Deliver Trusted Technology"*. As a Directorate we continually strive to do this through the provision of a wide range of IT and Digital Services to our customers. We support over 10,000 users with over 20,000 connected devices across Cornwall and the world.

Working as a strategic partner to our customers we provide a source of challenge and innovation bringing positive digital disruption to; learning, teaching and research in support our customers missions in Cornwall.

The IT Section of the Infrastructure Directorate comprises of four operational teams:
- The End-User Devices team is responsible for the design, build, deployment and support of all end user devices such as; laptops, desktops and audio-visual equipment, the team are also responsible for; packaging, deployment and support of software solutions used on the end user devices.
- Our Platform and Infrastructure team design, build and maintain core infrastructure technologies such as local and wide area network (including Wi-Fi), server-based compute and storage (both on premises and Cloud), corporate telephony and services such as email and anti-virus.
- Business Applications and Integrations team are responsible for the design, development, deployment and support of integrations to and from our data warehouse. They are also responsible for design, build, support and on-going maintenance of the business applications estate, as well as database administration and support. Additionally the team manages reporting and business intelligence, website development and content.
- The Information Security team is responsible for designing, implementing, and maintaining cyber security within the organisations. Ensuring the protection of sensitive data through assessments, audits, and compliance management. The team also provide detection and response to cyber security incidents, threat analysis, and the development of information security policies, standards and procedures.

FX Plus IT & Digital Service operates, maintains and develops a complex and diverse technical eco-system through a combination of its in-house teams and strategic partnerships with world leading technology companies. We also work closely with the technology partners of both Falmouth University and the University of Exeter. Our Enterprise class network and unified communications platform provides connectivity services to over 20,000 devices across both the wired and wireless network. Supporting and maintaining over 260 virtual servers and over 330TB of storage on premise; we are actively migrating to cloud-based technologies to improve flexibility and resilience of our services while transforming collaboration capabilities.

Overall purpose of the End-User Device Engineer

As part of the Service Delivery section this role provides a central role in the support of the end-user device fleet which includes items such as laptops, desktops and audio-visual equipment. The role holder will have an understanding of most of the technologies the role is responsible for.

The role is responsible for ensuring that logged incidents and service requests are responded to promptly within service level agreements and resolved with as little disruption to the end-user as possible.

The post holder has responsibility for communicating at all stages with the end-user. The post holder will also ensure that all work is recorded inside the service management system and that no work requests bypass this system.

Main Duties

- Accept, record and resolve incidents and requests assigned to the team queues in a timely manner and within Operational and Service Levels Targets
- Monitors assigned support queues and resolves incidents and service requests assigned within the Service Level Agreement, re-assigning if needed within Operational Level Targets
- Providing support and advice to end users and their devices which include but are not limited to. PC Laptops & desktop, Apple Desktop & Laptops, mobile devices and audio-visual devices.
- Creates technical design proposals as directed by a specialist
- Assist in building and testing technology solutions as directed by a specialist. Recommend amendments to build documentation and design.
- Following Specialist direction, deploy and operate built and tested technology solutions in accordance within change and release management processes
- Troubleshoot technical problems and incidents, recommending changes to technical designs, implement agreed workarounds and fixes, as required, to maintain a stable environment
- Undertake regular, documented maintenance and patching activities for the roles technical area
- Monitor and report capacity and availability indicators within the team's scope, apply agreed processes and provide Specialists with data if operation is outside the design parameters
- Prepares technical articles to assist other team members in providing a consistent and repeatable customer support experience
- Work within a rota for location-based support across the multiple campuses where required
- Undertake actions to alleviate and recover from a major incident as directed by the Incident Manager

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General Duties

- Contributes to delivering an IT and Digital service to fit the needs of a Higher Educational Institution with due respect to the diverse nature of the learning environment and national initiatives.
- Is vigilant with regards to digital security and leads by example by understanding the threats, identifying vulnerabilities and reporting anything which could damage the reputation and systems of the universities.
- Maintains good records, documenting actions in appropriate systems.
- Embraces the principles and concepts of the frameworks and standards adopted by IT & Digital. These include ITIL, PRINCE2, MoP and ISO20000.
- Delivers a level of customer service which meets and exceeds the expected standards. Ensures all people are dealt with efficiently and with appropriate regard to their needs.
- Undertakes reasonable duties which contribute to the success of the directorate and FX Plus as a whole.
- Agrees personal and team objectives and works to achieve them, developing both individually and collectively.
- Actively participates in required organisational processes, courses and activities, constantly maintaining the required conduct.
- Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

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Skills required for the role

IT and Digital roles at FX Plus have been mapped to the industry good practice Skills Framework for the Information Age Version 6 (SFIA). For more information see http://www.sfia-online.org/en.

Skill (Level)	Skill Description	How we may assess
Technical specialism (Level 4)	Maintains knowledge of specific specialisms, provides detailed advice regarding their application and executes specialised tasks. The specialism can be any area of information or communication technology, technique, method, product or application area.	Application; Interview; Assessment
Systems installation/de-commissioning (Level 3)	Installs or removes hardware and/or software, using supplied installation instructions and tools including, where appropriate, handover to the client. Conducts tests, corrects malfunctions, and documents results in accordance with agreed procedures. Reports details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Provides assistance to users in a professional manner following agreed procedures for further help or escalation. Reviews change requests. Maintains accurate records of user requests, contact details and outcomes. Contributes to the development of installation procedures and standards.	Application; Interview; Assessment
Change management (Level 3)	Develops, documents and implements changes based on requests for change. Applies change control procedures.	Application; Interview; Assessment
System software (Level 3)	Uses system management software and tools to collect agreed performance statistics. Carries out agreed system software maintenance tasks.	Application; Interview; Assessment
Security administration (Level 3)	Investigates minor security breaches in accordance with established procedures. Assists users in defining their access rights and privileges. Performs non-standard security administration tasks and resolves security administration issues.	Application; Interview; Assessment
Application support (Level 3)	Identifies and resolves issues with applications, following agreed procedures. Uses application management software and tools to collect agreed performance statistics. Carries out agreed applications maintenance tasks.	Application; Interview; Assessment

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Role Profile: End-User Device Engineer

Customer service support (Level 3)	Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.	Application; Interview; Assessment

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Person Specification

Importance	Personal attribute description	How we may assess
Qualifications & Certifications		
Essential	A Further Education qualification (e.g. A-Level) or equivalent relevant experience	Application
Desirable	Formal associate certification from Microsoft in a role-appropriate subject	Application; Interview
Desirable	COMPTIA+ certification (or equivalent)	Application; Interview
Desirable	BTEC HND in Computing (or equivalent)	Application; Interview
Desirable	ITIL® Foundation certification	Application; Interview
Knowledge, Experience and Skills		
Essential	Experience in providing IT Support	Application
Essential	Understanding of IT and digital systems and their vulnerabilities	Interview
Essential	Understanding of software deployment technologies, such as SCCM or JAMF	Interview
Essential	Experience supporting and maintaining many of the technologies relevant to this role	Application
Essential	Aware of Audio-Visual Technologies	Application
Essential	Some experience of drafting technical documentation	Application
Essential	Good verbal and written communication skills, being able to converse with technical and non-technical individuals	Interview; Probation
Essential	Ability to work effectively with a range of different stakeholders, internally and externally	Reference; Probation
Desirable	Some experience of network technology such as TCP/IP, IP addressing and network hardware	Application
Desirable	Experience of being part of an IT function in a medium to large organisation	Application
Desirable	Understanding of ideas and principles underpinning Service Knowledge Management Systems (SKMS)	Interview; Assessment
Personal Behaviours		
Essential	Respectful: Thinks of others before speaking or acting. Treats all persons equitably, fairly and justly, exhibiting good manners. Modifies style to fit the audience, interpreting difficult subjects to be understood by all.	Application; Interview; Probation

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Role Profile: End-User Device Engineer

Essential	Cooperative: Develops and maintains good working relationships across the organisation and beyond. Approachable, good-natured, and easy to talk to, using	Probation

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	various methods and tools to communicate effectively. Helps others to do or believe something, regardless of their level in the organisation.	
Essential	Flexible: Creatively identifies and creates better ways of working. Thrives in an environment of change, being adaptable and open to; ideas, advice and guidance. Blends creative, problem-solving, and technical skills to develop new approaches. Seeks new opportunities both personally and organisationally.	Interview; Probation
Essential	Quality-focused: Strives for continuous personal and professional development. Always considers how to improve things. Confident in challenging existing work practices and driving improvement. Takes the time to do things right being thorough and following policy, process and procedure.	Application; Interview; Probation
Essential	Honest: Open and truthful whilst respecting confidentiality. Remains composed under pressure, using clear and sound reasoning to justify actions. Provides clear, calm and useful feedback to all levels of the organisation.	Interview; Probation
Essential	Organised: Deals with workload efficiently. Confidently plans, delegates and delivers what is required, using available resources effectively. Maintains good records, complying with established systems and processes.	Application; Probation

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