

## Job Description

### IT Engineer (Endpoint)

<b>Salary:</b>	Grade 7
<b>Contract:</b>	Full time, ongoing
<b>Location:</b>	Canterbury Campus
<b>Responsible to:</b>	Endpoint IT Engineer Lead
<b>Job family:</b>	Administrative, professional and managerial

### Job purpose

Support the development and management of the University's personal computing infrastructure, ensuring the delivery of secure, resilient, and high-quality desktop environments for end users across all campuses.

As part of the infrastructure team, the role focuses on designing, deploying, and supporting enterprise-level desktop services, including Microsoft Intune, Configuration Manager, and cloud-based desktop environments.

The postholder will take a leading role in software packaging and deployment, contributing to the maintenance and enhancement of our desktop management systems. They will help ensure that University staff and students benefit from a consistent, secure, and efficient desktop experience.

### Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Design, develop, and support the centrally provided personal computing environment, including physical and virtual desktop infrastructure.
- Lead the packaging, deployment, and maintenance of software using Microsoft Configuration Manager and Intune.
- Configure and maintain endpoint protection settings including Microsoft Defender policies and ASR rules, ensuring devices remain compliant and secure.
- Support the automation and monitoring of desktop services to ensure performance, availability, and compliance with university policies.
- Provide third-line support and act as a technical lead in diagnosing and resolving complex computing environment issues.
- Lead technical input into desktop-focused projects, collaborating across teams to meet institutional priorities.
- Maintain awareness of current trends in desktop, device management, and user environment technologies to inform strategic and operational decisions.
- Promote and implement secure desktop design practices across the University.
- Apply ITIL best practices and contribute to the continued adoption of ITIL and other standard IT management methodologies.

### Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Designing desktop solutions that balance user needs, technical complexity, and available resources while maintaining high performance and security.
- Integrating and managing a diverse personal computing estate across multiple campuses to deliver a consistent and reliable experience.
- Supporting major incident response for desktop infrastructure and providing expert guidance under pressure.
- Advising on and implementing strategic developments in personal computing and security technologies in line with institutional goals.

## Facts & figures

- Infrastructure estate includes >750 virtual servers, >200 physical servers, and >4PB of SAN storage.
- Network services support ~1,000 switches, 3500+ access points and ~30,000 wireless users with 100Gbps connectivity.
- Central IT services support ~6,000 end-user devices and a large academic and professional community across multiple campuses.

## Internal & external relationships

**Internal:** Academic and professional services staff and students across the University – to support, advise, and enhance the desktop experience. ITS colleagues – to plan and implement improvements to the desktop environment.

**External:** Technology vendors and suppliers – to ensure compliant solutions and support. Peer institutions and professional networks – to share knowledge and align best practices. External contractors – for installation, maintenance, or support of desktop infrastructure components.

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- There may be a requirement to work evenings and weekends\*

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

### Essential Criteria:

- Degree in IT or a related field, or equivalent professional experience in end-user computing environments (A)
- Experience in designing, deploying, and managing enterprise desktop environments (A, I)
- Practical experience with Microsoft Intune (A)
- Practical experience with Microsoft Configuration Manager (A)
- Experience configuring and managing endpoint protection features such as Microsoft Defender and ASR rules (A, I)
- Strong knowledge of personal computing technologies including platform selection, remote configuration, and management (A, I)
- Knowledge of enterprise-level IT services and system integration (A, I)

- Ability to diagnose and resolve issues in large-scale user computing environments (I)
- Strong communication and stakeholder engagement skills (I)
- Can work independently and collaboratively in cross-functional teams (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver equality, diversity and inclusivity in the day to day work of the role (I)

**Desirable Criteria:**

- Understanding of secure desktop design principles and automation practices (I)
- Experience supporting cloud-managed desktop services (A)

\* While the post is primarily based on a standard working hours (weekdays, there may be an occasional requirement for weekend working and out-of-hours support to maintain critical university systems and respond to operational needs.

Examples of such work may include:

- Supporting planned maintenance or upgrades to core systems (e.g. enterprise systems, IT infrastructure, or network infrastructure) during evenings or weekends to avoid significant disruption to business operations.
- Providing technical assistance for university events such as, but not limited to, open days, clearing activity, arrivals weekends - where IT services must remain operational.
- Flexibility is essential, and prior notice will be given where possible. Time off in lieu will be provided in line with the HR policies.

*Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage*