Role Profile

FCDO Services

Role Title	Specialist Infrastructure Engineer End User Computing (SCCM Specialist)
Business group and team	GDT, Technology & Operations, Secure Mobility Management
Job Purpose Overview	The EUC SCCM Specialist has expert technical understanding and is responsible for the deployment of the operating system and packaging of software and maintenance updates of Windows laptops, desktops and tablets including legacy systems. They work within Technology & Operations collaborating and providing advice to internal teams, key stakeholders and internal/external customers. They'll be expected to pass on their technical expertise to the other members of the team and also within Operations. They will be expected to support, operate and expand the current Microsoft System Center Configuration Manager environment, enabling the streamlining and automation of the End User Device build process, successful software deployment and reporting. They will proactively advise senior managers, stake holders and customers on potential issues and recommend alternative options. They lead in our FCDO Services values of Professional, Innovative, Collaborative, Trusted and Unique.
Organisational position	Role within the Secure Mobility Management team:

Date Updated	03 March 2021		Updated By		SS
Current / Applied Grade	TPB5	**Job evaluation date**	11/10/2019	**Confirmed grade**	TPB5

JOB RESPONSIBILITIES

- **Technical understanding** - Has an in-depth knowledge of, for example, Windows Operating Systems, Active Directory and System Centre Configuration Manager. Able to use management system software and tools. Able to carry out detailed configuration, installation and reconfiguration of Windows related products and anticipate future technology changes that present opportunities for our products. Optimises performance by recommending options that will positively impact FCDO Services, our partners and customers through automation and cost efficiencies.
- **Testing** - Plans, designs, manages, executes and reports tests, using appropriate tools and techniques, and works within NCSC guidance and our own internal IT Security regulations. Ensures risks associated with deployment are adequately understood and documented through detailed test plans. Holds responsibility for managing test activities within development or integration activities and will propose solutions and test plans to the Head of EUC. Confidence to manage relationships with all Operational teams and the ability to mentor colleagues through their plans for successful test results and valued on the job training.
- **Change management** - Able to manage changes to service, configuration items, organisational change, supplier change and associated documentation. Able to request changes due to incidents or problems to provide effective control and reduction of risk to the security performance and availability. Applies understanding and knowledge in project or programme activities. Develops experience in the use of key change management tools and processes. Deals with high impact, complex change requests. Ensures that release policies, procedures and processes are applied.
- **Ownership and Initiative** - Takes ownership of problems and will proactively evaluate technical problems, lead proactive discussions ensuring that technical solutions continue to meet business requirements and escalates to the Head of EUC if required. Takes full accountability for actions taken and decisions made and ensures these experiences are passed onto others within the team through mentoring. Takes accountability of issues that occur and is proactive in searching for potential problems. Achieves excellent user outcomes.
- **Troubleshooting and Problem Resolution** – Has lateral thinking capability to dissect a problem into its component parts to identify and diagnose root causes allowing problem resolution. Able to troubleshoot and identify problems across different technology capabilities including hardware, software, networking and Commercial Off-The-Shelf products. Dissects problems into component parts to action root cause analysis. Takes responsibility mentoring colleagues through this process providing valued on the job training.
- **User Focus** - Understands users and can identify who they are and what their needs are based on evidence. Able to translate user stories and propose design approaches or services to meet these needs and engages in meaningful interactions and relationships with users. Puts users first and can manage competing priorities. Gives direction on which tools or methods to use. Is experienced in meeting the needs of users across a variety of channels. Able to bring insight and expertise in how user needs have changed over time to ensure these are met by the business. Applies strategic thinking in how to provide the best service for the end user.

KNOWLEDGE & KEY SKILLS

Essential:

- High level of understanding of the technical environments preferably with a strong technical background across multiple platforms and secure environments with the ability to design and deploy new builds.
- Excellent written and verbal communication skills with the ability to communicate clearly and influence at all user levels (internal and external customers).
- Excellent numerical and analysis skills.
- Strong working knowledge of EUD build processes and streamlining.

- Good working knowledge of Windows Server environment
- Strong working knowledge of packaging and deployments with SCCM 2012/2016, Group Policy, SQL and Active Directory.
- The ability to create and support operational process documentation, for use across the business especially within the team.
- The ability to work as a key member of the EUC Team and to be part of a team striving to achieve exemplary service.
- Good experience of the following is required: Ivanti, Active Directory, SCEP, McAfee, Network/Firewall fault finding, End User Devices, Device Encryption, Cisco VPN.
- Demonstrates the ability to organise and prioritise work to achieve tight deadlines.
- Sound communication and interpersonal skills - ability to work as part of a team, as well as dealing with 'customers' at all levels.
- Previous experience of working in a high pressured, fast paced team.

This role should demonstrate knowledge and skills at SFIA level 5.

- Systems Installation/Decommissioning
- Customer Service Support
- IT Infrastructure

Essential (Professional Qualifications and Accreditation):

- A Levels / AS Level / NVQ Level 3 / Access to Higher Education Diploma / Advanced Apprenticeships. Preferably in a Computer Science, Computer Systems, Networking / Digital Data Communication or Science, Technology, Engineering or Mathematics (STEM) subjects or relevant job experience.
- Microsoft SCCM 70-243, 70-696, 70-703 or relevant job experience
- Windows 10 MCSA or relevant job experience

Desirable:

- Proven track record in Process Architecture within an ITIL3 environment.
- Experience in working alongside many aspects of the ITIL3 environment such as release to production, problem & change management, and quality assurance.
- Experience across full range of Windows (server and client) and Office environments.
- The ability to create and support Operational Process documentation, for use across the business
- Experienced in secure mobile technologies.
- Experienced in cryptographic material handling.
- Experienced in Cisco security devices.
- Good working knowledge of certificate based authentication.
- Studying for Microsoft MCSE Mobility.

Desirable (Professional Qualifications and Accreditation):

- Agile Methodologies Foundation, BCS Agile Foundation Certificate or equivalent accreditation or relevant job experience.
- ITIL v3 or v4 Certification.

CORE COMPETENCES

- Changing and improving
- Making effective decisions
- Delivering at pace

CRITICAL SUCCESS FACTORS

Success measured and evidenced by delivery against stated goals and objectives covering at a minimum:

- Makes the right decision at the right time. Fixes the cause of the problem, not the effect.
- Works in a no-blame culture and feels empowered to make judgement calls. Makes the right decisions at the right time based on the information and evidence available. Takes measured risks and learns from mistakes. Visualises, articulates and solves complex problems and concepts. Applies logical thinking and information from analysis using comprehensive tools and techniques to make and validate decisions.
- Focuses on delivering timely performance and takes responsibility and accountability for quality outcomes. Works to agreed goals and deals with challenges in a responsive and constructive way. Applies agile techniques to continual service improvement.
- Is a good team player and works effectively across IT operations. Is able to manage challenging relationships with internal and external teams and suppliers.

Budget Responsibility? N	If YES, how much: £ N/A per annum.	If NO can they authorise payments? N
Reports to: **(Role Title and Grade)**	Service Owner Secure Mobility Management (D6)	
Direct Reports: **(Number and grades of staff)**	None	