**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Senior Operations and Response Centre Delivery Engineer

## **Department**

Digital Solutions and Services

## **Location**

Derby sites (with travel required to other sites)

## **Job Reference Number**

0722-21

## **Salary**

£33,365 to £41,581 per annum

## **Reports To**

Operations and Response Centre Delivery Manager

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

This is a 2nd line Senior Engineer role primarily leading, monitoring and running the day to day operations of the endpoint estate, ensuring the estate is in a compliant position, meets the roadmaps and plans set by the infrastructure team. The role will assist with highlighting, escalating and delivering service improvement to the endpoint estate acting as an escalation point for the Service Delivery areas, encompassing the transition of 2nd line operational work from 3rd line teams.

Primarily accountabilities include ensuring the estate is in good health, compliant and the operational delivery of endpoints as set out by the Infrastructure and Security teams. Key responsibilities include leading on operational delivery projects e.g. O/S and Application deployment, patching to endpoints and report/escalate compliance issues and work with infrastructure teams to resolve, encouraging a continuous service improvement for frictionless staff and student experience whilst driving digital transformation opportunities. Ownership of project delivery and planning of PC/Apple hardware refresh programmes and working closely with Infrastructure teams to ensure Service Delivery teams are embedded in the changes within major transformational projects.

The senior engineer will be responsible and accountable for assisting the ORC Delivery Manager and Team Leaders in delivering the vision set out for the team and helping develop new skills and enhance overall capability. In doing this, the engineer will lead and have ownership for monitoring and reporting of the estate health (incl. user experience and performance issues) to the Service Delivery Manager and Infrastructure teams for resolution and working with them to ensure processes are in place to ensure operational compliance of the endpoint estate.

## **Principal Accountabilities**

**IT Infrastructure**

Working to the Infrastructure and development teams’ roadmap to achieve the strategic objectives of the team by ensuring the following aspects are in place; Service ownership / service delivery and endpoint compliance. This role will assist with sector horizon scanning, helping benchmark service against the sector to ensure service is future focussed by ensuring operational support and customer feedback is considered. Working to provide automation and integration to bespoke software solutions that are complex in nature. Work closely with other teams across the business to improve efficiency and adapt existing processes to enable a secure, smooth and successful endpoint service. Responsible for assisting with key projects which can be across department. Responsible for ensuring monitoring of all services, including predicative and analytics, is available for all services within operations.

### Technical & Project Lead

Proactively support the ORC Delivery Manager and Team Leaders in the delivery of ORC Delivery projects and tasks, which may vary in scale and technical levels, whilst providing the necessary governance of IT Services. Provide a technical lead for these projects, which will typically operate across the university and IT Services, with a requirement to liaise with internal and external stakeholders at varying levels. Assess, report and mitigate IT-related risk where appropriate within the ORC Delivery team environment. Provide a technical point of reference for other team members and lead in the delivery of project-based work. Take operational responsibility for endpoint management (e.g. Hardware, Operating System, Software Delivery) ensuring compliance for Mac and Windows environments for staff and students.

Be responsible and accountable for a number of key tasks and initiatives within the team, leading by example in the execution of these aspects of the role. Be the exemplar for the team and an enhanced level of responsibility and accountability for these areas & projects, leading small teams in their completion. Act and lead by example in the University’s values and behaviours.

### Service Improvement & Problem Management

Lead by example in problem management working to embed this within the core roles of the team. Identify and lead service improvements for the team helping to establish this mentality and approach within the teams’ day-to-day activities. Lead in the development of skills, establishing procedures for new pieces of work whilst embedding new tasks and skills within the team. Initiates and monitors actions to investigate and resolve problems in systems, processes and services. Determines problem fixes / remedies. Assists with the implementation of agreed remedies and preventative measures.

Serves as an escalation point within the team and for operations (tier 3 support) for highly complex solution resolution, and responsible for root cause analysis.

### System Support & Exploitation

Deliver support to University IT systems in accordance with IT strategy, Strategic priorities and Business service requirements. Maximise the value, efficiency and quality obtained from each technology area to meet the strategic and operational needs of the Institution.

### Security & Compliance

Maintain security of complex hybrid systems through implementing secure strategies, policies and controls and automation where possible. Ensure the University IT systems managed within your area of operation are secure and compliant to all necessary regulatory and legal requirements. Work with the other departments in IT Services to ensure robust security systems and processes are in place and where possible are automated and auditable. Monitoring of the services with a proactive approach to maintenance, patching and hardware/software compliance.

**Incident Management**

Owns priority and diagnosis of incidents according to agreed procedures and helps mentor others in this process. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures and ensures lessons learned.

### Business Continuity

Work with the other departments within IT Services to ensure the University IT systems are designed and developed to support the increasing needs for disaster recovery and improved business continuity.

Deliver Operations & Response Centre Delivery service, only when there are clear recovery priorities, with well-documented, proven recovery plans, supporting the Operations & Response Centre Delivery Manager to continually improve Business Continuity processes.

### Key Interfaces

Work in partnership with other key units in IT Services to ensure the ORC Delivery function meets the requirements of all parts of the solution together with the performance, reliability, security and resilience needs of the institution.

Adopt a ‘can do’ approach, fostering and continually improving a sense of service culture by collaboration and liaison with the Infrastructure & Service Delivery Teams and the Service Centre colleagues in the delivery of service.

### Policies, Procedures and Standards

Develop and document policies, procedures and standards relating to the area of operations delivery within the Service Delivery function and support the Operations & Response Centre Delivery Manager to ensure these are regularly reviewed and updated.

**Change Management**

Assists in evaluating the impact of proposed or required changes which may be highly complex in nature (internally and by vendors) especially in the areas of hardware, software, performance, maintenance and cost; provide recommendations to management with an impact assessment.

### Relationship Management

Support the Operations & Response Centre Delivery Manager in developing customer service with key stakeholders/customers within the University ensuring service is delivered to a high standard, encouraging continuous improvement/efficiency.

In striving to deliver operational and customer service excellence, support the Operations & Response Centre Delivery Manager by acting as an ambassador to IT Services in the daily delivery of quality, and will seek to maintain good business relationships within ITS and the wider institution.

Demonstrate and encourage inclusivity, trust and rapport within the Operations & Response Centre Delivery Team, the Infrastructure & Service Delivery teams and wider IT Services teams.

Support clear, effective and timely communication from the IT department to its internal and external stakeholders relating to IT services.

Support the management team in maintaining the profile of Service Delivery Division.

Promote and exemplify the University’s values and behaviours.

Take ownership of change and encourage innovation, constructively challenging accepted norms to improve ITS operational excellence.

## **Person Specification**

### Essential Criteria

#### **Qualifications**

* Relevant Degree or demonstrable equivalent experience.
* Relevant professional certifications E.G. Microsoft Desktop, CCNA, Jamf, ITIL.

#### **Experience**

* Experience of a senior level of technical responsibility in a service delivery environment, leading technical projects across users and leading change initiatives.
* Experience of meeting customers, managing expectations and providing a logical solution focused approach to issue resolution.
* Experience of implementing innovative solutions that are customer and future focused
* Strong experience of managing large-scale mixed estates of endpoints (Windows, Mac and Mobile)
* Extensive experience of Microsoft Active Directory / AzureAD and Group Policy
* High level of experience and proficiency of PowerShell to script solutions and automations
* Extensive experience of managing the Modern Desktop (Windows 10) and implementing best practice with regard desktop application and patch deployment
* Understanding of project management lifecycle from conception through implementation
* Demonstrated proficiency and technical knowledge of infrastructure technology communications / protocols –TCP/IP and other relevant protocols
* Demonstrated proficiency in analytical and problem-solving skills with ability to correlate cross-platform technologies
* Proven experience of Microsoft Office 365, Exchange Online, and Azure services e.g. Azure AD Connect
* Experience of Firewalls, Backup/DR solutions, DHCP, DNS etc.

#### **Skills, knowledge and abilities**

* Proven knowledge of a broad range of technologies specifically within the desktop environment e.g. application delivery, networking, operating systems, and their capabilities and benefits.
* Proven knowledge of at least one of the following technology areas: networking, infrastructure, communications, front-end technologies, applications, audio-visual technologies.
* Configuration / Endpoint management e.g., SCCM, Autopilot, Intune, JAMF
* Security Technologies e.g. TrendMicro Apex One, Cloud One, DDAN
* Operating Systems (e.g. Red Hat, Ubuntu, Windows, OSX)
* Develops and utilises expertise for the benefit of customers and colleagues. Can apply knowledge quickly to new challenges.
* Excellent Communication and persuasion skills (verbal and written) including communication of technical concepts to non-technical colleagues at a range of levels within the organisation and developing consensus within disparate views.
* Highly self-motivated, organised, adaptable and disciplined with an ability to work to tight deadlines whilst managing multiple tasks and deliverables. Able to prioritise effectively and an attention to detail and drive for excellence.
* Ability to deal with difficult issues within a continuously changing environment, managing issues, objections and differences of opinion positively and effectively.
* Evidenced ability of acting as an exemplar individual in terms of high performance within a multi-disciplinary IT delivery team and contributing to the overall team’s performance constructively and professionally.
* Understanding of information security and governance.
* Creative and Innovative approach to successfully providing a consistent, high quality operational service, challenging system and process that do not focus on the customer needs.
* Ability to evidence excellent communication, engagement, persuasion and influencing skills (verbal and written).
* Strong analytical skills, ability to be decisive and takes ownership of problems.
* Responsive to customer needs, consultative and collaborative.
* Ability to deliver within tight deadlines in a demanding environment.
* Attention to detail and determination for excellence.
* Passion, energy and enthusiasm for continuous improvement and encourages innovation.
* Creates a service culture within and across teams.

#### **Business requirements**

* Requirement to participate in Response Team Rota as key part of Operations Centre responsibilities.
* Flexibility with regard to working hours and travel between sites.
* Engagement with Students to ensure Service if fit for purpose, and to assist with Student employability.

### Desirable Criteria

#### **Qualifications**

* Professional and /or technical qualifications, e.g. PRINCE 2 /ITIL / CCNA / MCP or substantial, applied equivalent experience.

#### **Experience**

* Experience of working within a Higher Educational Institution.
* Integration of cloud services with on-premise infrastructure
* Familiarity with DevOps processes and practices and automation
* Proven experience of managing support contracts, ensuring vendors are compliant with their SLAs and KPIs

#### **Skills, knowledge and abilities**

* Understanding of Information Security best practices
* Understanding of procurement regulations, guidelines and procedures such as tender processes and IT public sector frameworks
* Network infrastructure (TCP/IP, Switching, Routing)
* Knowledge and experience of Infrastructure as a service (IaaS) and Software as a service (SaaS) concepts
* Understanding of the importance of prioritising resources, experience of working with external 3rd party contracts, and delivering service against SLA’s and OLA’s.

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)