JOB DESCRIPTION

Job Title:	Senior Managed Windows Desktop Analyst
Department / Unit:	IT Services
Grade:	RHUL 7
Accountable to:	Desktop Support Manager

Purpose of the Post

This post is within the Desktop Support Team within Service Delivery of central IT Services at Royal Holloway.

Reporting to the Desktop Support Manager, the post holder will work with the Senior Managed Desktop Analyst and the Desktop Support team to ensure proactive and effective support for staff and students. This post has specific responsibility delivering:

- The provision and deployment of packaged applications for both the staff and student managed MS Windows environments.
- The Windows 10 software image and maintenance for Open Access PC Labs and lecture theatres.
- Taking a technical lead in the delivery of the service strategy in this area - including software packaging/virtualization and service automation

Key Tasks

1. Packaging and deployment of applications.

2. Responsibility for developing and maintaining the desktop in RHUL's open access PC labs and teaching rooms.

3. To research, develop implement and maintain the managed staff and student desktop environment.

4. The development and maintenance of efficient services using deployment tools including SCCM, MDT and Ghost in line with the Service Delivery strategy.

5. Installation and maintenance of software used on the central servers in the PC Labs and lecture theatres.

6. Day-to-day support and troubleshooting of core software systems and application packages.

7. To undertake projects which establish or improve services, either for internal departmental use or for our staff and student users.

8. To fully participate with general user support duties as detailed below:

- Install, configure, and maintain operating systems, networking, device drivers, security patches, web services, and printing services following institutional standards and best practices.

- Day-to-day support and troubleshooting of core software systems and applications packages in use by the business, staff and student population.

- Provide problem diagnosis and resolution for a variety of hardware and software-related issues. Escalate support issues to specialist technical staff as appropriate

- To participate in projects which establish or improve services, either for internal departmental use or for our staff and student users.

- Provide input to the Desktop Support Team on ways to improve service quality, service levels and services offered.

- To assist with maintaining the inventory of desktop equipment across the campus.

- To liaise with other staff on issues relating to campus wide Desktop Support.

- To contact and liaise with staff and students within RHUL to provide detailed technical advice on the support issues and work requests.

- To keep abreast of new technology and to develop such skills as are required to remain effective in this role.

- To undertake any other tasks as requested by the Desktop Support Manager

Key Performance Indicators:

- Improve response times for support calls and service requests.
- Improve availability of student lab and lecture theatre equipment.
- Line manager's satisfaction and feedback from other members of the RHUL IT team and customers on:
    - Communication.
    - Quality of work.
    - Speed and effectiveness.
    - Quality of collaboration and relationships.

Policy & Process:

- Ensure best practice is followed throughout.

- Provide efficient, effective and appropriate IT systems within the overall IT strategy and conforming to technical standards and roadmaps.
- Ensure adherence to appropriate corporate, industry, national and international standards, policies, strategies and practices.

Skills/ experience

- Significant experience with SCCM andpackaging applications for deployment and OS deployment.
- Advanced knowledge of Microsoft Desktop OS and relevant technologies, AD, group policy and PowerShell.
- Advanced knowledge of desktop & laptop hardware platforms and software applications.
- Exceptional customer service skills and ability to develop a service culture.
- Excellent verbal & written communication skills across broad business spectrum.
- Analytical and organised approach to work
- Knowledge of University policies and procedures

Interpersonal Skills:

- Ability to manage expectations and meet aggressive deadlines.
- Ability to juggle multiple, competing responsibilities.
- Ability to plan forward and to analyse possible outcomes.
- Drive to succeed and deliver.
- Good problem management and problem solving skills.
- Good interpersonal and consultative skills.
- Good time and resource management skills

Key Personal Attributes

- Corporate responsibility and values.
- Focuses on customer and quality delivery.

Working Hours

- During the week: Monday – Friday 9:00 to 17:00, flexible working arrangements as agreed with line manager.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.