Job Title: Managed Windows Desktop Analyst

Department / Unit: IT Services

Job type: Full Time, Permanent

Grade: 7

Accountable to: Desktop Support Manager

Purpose of the Post

This post is in the Desktop Support Team within Core Service Delivery, Central IT Services at Royal Holloway.

Reporting to the Desktop Support Manager, the post holder will work with the Desktop Support, Systems, Networks and Audio Visual teams to ensure the effective and secure provision and support for the managed desktops that provide IT services to 2000 staff and 800+ student machines. This post has specific responsibility for delivering:

- The development, provision and maintenance of the software images (including operating system, applications, management and security configurations) for approximately 2000 managed staff devices and 800 student devices.
- Taking a technical lead in the delivery of the service strategy in this area - including software packaging/virtualization and service automation
- Expertise in the field of Windows desktop administration, taking responsibility for the Windows desktop estate in regards the provision of a secure, stable and available desktop estate, and the development of procedures which can be shared with other IT staff.

Key Tasks

Main Tasks:

1. Responsibility for developing and maintaining the desktop service in RHUL’s open access PC labs, libraries and many teaching rooms.

2. To manage the hardware in the student spaces: to include upgrades and problem resolution.

3. To lead the research, development and implementation of the managed staff and student desktop environment. This estate includes Windows desktops and laptops for staff, open access desktops for students, teaching machines in lecture spaces, student
loan laptops and devices used for exams and training courses.

4. The development and maintenance of the “Gold” Security images for all managed devices.

5. The development and maintenance of efficient services using deployment tools including MECM (SCCM) and MDT in line with the Service Delivery strategy.

6. To ensure that the managed device estate conforms to the appropriate security policies.

7. Installation and maintenance of the server-side software used to manage the desktop estate.

8. The Development and maintenance of the technical roadmap relating to the managed desktop and supporting infrastructure.

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

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

11. To be aware of the application requirements of academic departments and to liaise with departmental staff to ensure the delivery of their specific requirements.

12. To participate with general user support if required. These are:
   - 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.
   - To provide problem diagnosis and resolution for a variety of hardware and software-related issues. To 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 that conform to technical standards and roadmaps.
- Ensure adherence to appropriate corporate, industry, national and international standards, policies, strategies and practices.

**Skills/ experience**

- Significant experience in an IT Support role specialising in remote administration and software distribution tools with proven track record for automation.
- Working knowledge of Microsoft Application Virtualisation.
- Advanced knowledge of Microsoft Desktop OS and relevant technologies, AD, group policy and PowerShell, Windows batch files and VB script.
- Advanced knowledge of desktop & laptop hardware platforms and software applications.
- Knowledge of MS Intune, MDM and Autopilot deployments is desirable.
- Basic knowledge of networking, IPv4 within a complex environment.
- 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
### Personal Skills and Attributes:

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

### 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.

### Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with: