Job Profile   **Camden**

Job Title: End User Computing (EUC) Engineer
Job Grade: Level 4 Zone 2
Salary Range: £45,042 - £51,870

About Camden

Camden is building somewhere everyone can thrive by making our borough the best place to live, work, study, and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality so that nobody gets left behind. Here's where you can help decide a better future for us all.

About our Technology Service

A key part of our Digital and Data Services division, our Technology Service provides innovative, efficient, and scalable technology solutions that empower our Staff and our Citizens. We are a team of collaborators and knowledge sharers working in an agile, fast-paced environment.

Our Technology service is responsible for delivering Infrastructure, Information Security, Technology Adoption (Microsoft 365, Digital IQ, and Digital Change), End User Compute (EUC) and IT Support Services across Camden. Our Service Desk currently operates a core service between 08:00 and 18:00 Monday to Friday and provides a point of escalation out of hours via a contracted 3rd party provider.

About the role

We live in an era of digital transformation, at a time in which technology touches everything we do. Taking our user base on the Cloud journey often requires significant culture change and the implementation of new ways of working, including developing solution strategies, motivating, and mobilising resources to deliver transformation. Part of our journey is to transform our End User Computing offer, modernising our management systems to use cloud tools, and embracing Bring Your Own Device as a concept.

As an End User Computing Engineer, you'll provide expertise and assistance in the design, configuration, and management of all corporate EUC devices and associated supporting management tooling. This will involve working with the Lead EUC Engineer to build and maintain a product roadmap, build solutions, implementation, securing, upgrading and the continuous improvement for all aspects of Camden's EUC.

This role will directly support Camden's cloud adoption strategies – ensuring a consistent EUC implementation of customer-centric, value driven technology solutions. Assisting with architecting and implementing new cloud-based management platforms including Endpoint Manager and Autopilot, ensuring that our systems are secured by design. You'll ensure that high quality, secure build configurations and mobile device management enrolment are delivered for client devices running Windows, Android, MacOS and iOS with a focus on a positive user experience and usablity. You will assist in the provision of an efficient and effective application packaging and distribution service, delivering applications to devices cross platform using appropriate tools including but not limited to SCCM/MECM and Intune. You will work closely with Information Security to update & patch devices on our estate, ensuring compliancy and security is maintained. You will assist in managing and maintaining Group Policy for client devices and with the effective management of both internal-use and public facing devices, ensuring that devices and their applications are maintained, deployed and managed.

About you

You will be an IT professional, someone driven and self-motivated who can work collaboratively with colleagues in IT and across services to understand their needs, using that understanding to help shape an inclusive service while continuously looking for ways to improve the user experience. While self-service portals and AI-powered chatbots have a role to play, there remains room for the human touch, particularly where empathy is required, or complexity encountered.

This is a technical hands-on role. You will have a proven strong technical delivery background and be passionate about meeting the needs of the entire Council and possess a strong customer ethos, with a flexible 'can do' approach to service delivery. You will work collaboratively with the wider DDS and Technology service areas, and the IT Service Delivery Manager to transform the end user experience.

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You will assist other team members and colleagues, acting as an escalation point, able to deal with more complex issues/processes requiring a high level of technical knowledge, and collaborating cross-functionally with other IT support teams to diagnose, investigate, and resolve incidents promptly, minimising business disruption and maintaining high levels of satisfaction.

We expect baseline skills and knowledge across a wide range of IT technologies focusing, but not exclusively, on Microsoft technology, enabling you to advise staff on solutions and to contribute to our culture of innovation. You will be naturally curious, not afraid to experiment with new ideas and emerging technologies. Embracing failure as part of the overall learning experience – while continuing to strive for incremental improvements for our users and organisation. You will be an active listener, able to absorb information, understand requirements, create solutions and be confident to make recommendations to stakeholders.

You will have relevant professional certifications and/or experience to demonstrate your capabilities and fit for the role. As a minimum, you will have either taken or be willing to study for the Microsoft 365 Certified: Modern Desktop Administrator certification.

Core skills include:

- Excellent technical and analytical skills, underpinned by an exceptional customer service approach, with attention to detail and significant emphasis on quality of work and a desire to continually improve the end user experience with a particular emphasis on automation of processes where it is feasible to do so.
- You will possess excellent inter-personal skills, able to successfully communicate complex issues coherently and persuasively at all levels using different channels and approaches.
- Experience of working in a technical support role in a busy, often pressurised, and complex environment, supporting a diverse range of users including executive and VIP level.
- Excellent knowledge of device, application and server technologies and services across a range of technology platforms, including Active Directory, Group Policy, CSP, SCCM/MECM, Microsoft 365, Azure, Desktop Virtualisation, Mobile Device Management (MDM) Systems with a focus on Intune and Autopilot, Remote Working Solutions including VPN and the concept of a Zero Trust approach., Mobile/Portable Devices, Desktops, Core End-User Applications and Security.
- Proven experience designing, implementing, maintaining, and supporting of modern EUC solutions using Windows o/s 10/11, Microsoft 365 Apps, and Endpoint Manager.
- Experience of the Microsoft Windows application lifecycle (readiness, remediation, testing etc)
- Experience of Application packaging (e.g. Wise Studio\InstallShield and\or Flexera AdminStudio), application virtualisation technology i.e. Microsoft App-V (Application Virtualisation) sequencing, Use of scripting languages e.g. VBScripting (Visual Basic Scripting), PowerShell and AutoIt, MSI & MSIX.
- Ensuring that core software used by applications that are installed on a single device can run together and resolve inconsistencies. Liaising with suppliers in the resolution of issues and conflicts with 3rd party products, Creating and maintaining extensive documentation during all the packaging process stages including analysis and implementation.
- You will be familiar with security threats and vulnerabilities that impact and/or emanate from system hardware, software and other infrastructure components, and relevant strategies, controls, and activities to prevent, mitigate, detect, and resolve security incidents affecting system hardware, software, and other infrastructure components.

Desirable skills include:
- Experience supporting Apple Mac environments and MacOS, MDM would be beneficial.
- Experience working in a modern agile delivery environment (Scrum, Kanban etc)
- Experience in using agile collaboration tooling, such as Jira and Confluence

Work Environment:

Our IT Teams work in a hybrid way, working both on site in our offices and remotely, to fulfil organisational support requirements.

While we embrace flexible and home working, there is an expectation that the post holder and the team will retain connection to colleagues and the organisation, and will be required to work flexibly, spending some days on site either at our head office at 5 Pancras Square, or at other sites within the London Borough of Camden.

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People Management Responsibilities:

- None directly but you will be required to assist with coaching and supervision of other engineers in the End User Computing Team.
- You may also be required to supervise and develop staff that we are supporting as part of community initiatives such as apprenticeships.

Key relationships:

- This post reports to the Lead EUC Engineer.
- Internal at all levels, particularly the IT Service Centre, Application Support, Infrastructure, Information Security and Technology Adoption teams.
- External including 3rd party suppliers

Over to you
We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?
Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden click here.

Diversity & Inclusion
At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click Diversity and Inclusion for more information on our commitment.

Agile working
At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments
Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people, or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,

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