

# JOB DESCRIPTION

<b>Vacancy reference:</b>	SRF 37462
<b>Post Title:</b>	Application & Deployment Engineer
<b>Grade:</b>	6
<b>School/Department:</b>	Digital Technology Services (DTS)
<b>Reports to:</b>	Academic & Research Computing Manager
<b>Responsible for:</b>	None

## Purpose

The Application & Deployment Engineer is responsible for the effective and efficient deployment of operating systems, configurations, updates/patches and software applications to end-user devices (desktop PCs, laptops, mobile devices) using a variety of tools. This role will focus heavily on AppsAnywhere Software Packaging to support Teaching & Learning and Corporate software delivery via the platform.

## Main duties and responsibilities

1. Packaging of applications for use on the Universities software delivery services (mainly AppsAnywhere, though from time to time, SCCM, InTune and JAMF also)
2. Provide technical assistance to the Lead Application & Deployment Engineer with deployment systems (including imaging, SCCM, InTune, JAMF, Apps Anywhere, VDI), delivering excellent and responsive services that meet agreed KPIs
3. Work with other members of staff in the department to collaboratively enable the strategy for device management and application deployment that meets the business needs of a more agile and flexible workplace
4. Assist with establishing standards and best practices for managing end-user devices and integrating with other IT systems
5. Work with stakeholders to schedule and undertake maintenance on device management and deployment systems and services to ensure that they are secure, fit for purpose and able to meet the demands of the University
6. Liaise regularly with customers and service users to understand their requirements to improve services ensuring that problems are understood, communicated and resolved
7. Support the Service Desk with incident troubleshooting and issue resolution, identifying and remedying performance bottlenecks and managing incidents
8. Ensure that operational processes and facilities relating to device management are accurately documented, maintained and assist in regular reviews to ensure their effectiveness and efficiency
9. Ensure that customer requests in the areas of service responsibility are handled promptly and effectively such that agreed service levels are met
10. Monitor system capacity to determine its effect on performance, identifying trends in usage, and assist the Lead Application & Deployment Engineer in planning and implementing enhancements to meet new or changing demands
11. Take a role in the development of KPIs for device management services and develop SLAs that meet the needs of the University.

12. Keep up to date with regulations and policy affecting services, such as The Data Protection Act 2018 (including GDPR), FOI and RIPA
13. Engage with staff in similar positions in other HE institutions to share good practice
14. Keep up to date with current industry good practice and trends in IT service provision

### **Supervision received**

The post holder will be line managed by the Academic & Research Computing Manager.

### **Supervision given**

Some project management responsibility will form part of the role and the post holder will be expected to supervise members the project team.

### **Contact**

It is expected that the post holder will establish strong links and collaborate with relevant service managers within the University of Reading and within the Digital Technology Services Department.

It is expected that the post holder will have contacts with staff with similar responsibilities at other HE institutions through national email lists and attendance at relevant events.

### **Terms and conditions**

Full time, permanent role.

There are no specified hours of work, but you will be required to work such hours as are necessary to carry out the duties associated with the post. Flexibility will be required to ensure that service is maintained within normal working hours. Planned maintenance is scheduled for Tuesday evenings wherever possible with time off in lieu available for such working. Overtime is not payable.

The post holder may be required to be onsite or be on call for specific events or when a critical or major incident occurs. Additional payments will apply in these circumstances.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

**Date assessed: 10/09/2021**

# PERSON SPECIFICATION

Job Title	School/Department
Application & Deployment Engineer	Digital Technology Services

Criteria	Essential	Desirable
<b>Skills Required</b>	<ul style="list-style-type: none"> <li>• Proven ability to prioritise competing and complex work demands</li> <li>• Good team working ability</li> <li>• Excellent communication skills, including presentation of technical issues for non-specialist audiences</li> <li>• Ability to work effectively under pressure</li> <li>• Ability to take innovative approaches to problem solving</li> </ul>	<ul style="list-style-type: none"> <li>• Project management (ideally PRINCE2 based)</li> </ul>
<b>Attainment</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or able to demonstrate an equivalent level of professional learning and development</li> <li>• ITIL Foundation</li> <li>• Technology certification in a relevant IT Infrastructure discipline (e.g. MS Server, MCSE)</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Packaging of Applications for AppsAnywhere delivery preferably with certification and experience</li> <li>• Understanding of core IT infrastructure</li> <li>• Understanding of directory technologies (AD, DNS)</li> <li>• Knowledge of Desktop Imaging (Microsoft Windows operating system and application software)</li> <li>• Expert knowledge of a wide variety of IT systems such as operating systems (Microsoft, macOS)</li> <li>• Understanding of issues in IT security and current good practice.</li> <li>• Knowledge of IT Service Management frameworks such as ITIL</li> <li>• Thorough understanding of the business needs of University customers and users</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of IT regulations governing the HE sector</li> <li>• Knowledge of Centralised Printing Services in an Enterprise Environment</li> <li>• AppsAnywhere Qualifications: Certified Packaging Associate (CPA) or Accredited Master Packager (AMP)</li> <li>• Knowledge of Azure Virtual Desktops</li> </ul>

<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Experience in working with suppliers and partners</li> <li>• Experience of delivering services to mobile devices</li> <li>• Experience of change management</li> <li>• Experience of using a service management tool in a large institution or company</li> <li>• Experience of the collection and analysis of service metrics</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of providing multiple services to agreed levels.</li> <li>• Experience of managing projects</li> </ul>
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Commitment to the values of the University</li> <li>• Evidence of continuing personal development and training</li> <li>• Commitment to staff development and support</li> </ul>	

Completed by: Aaron Kingsbury	Date: 10/09/2021
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