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JOB DESCRIPTION	
Job title: Client Configuration Specialist (Windows)	**Accountable to**: Application Configuration Manager
Contract length: Permanent	**Hours per week**: 35 **Weeks per year**: 52
Salary: £34,326 to £42,155 per annum	**Grade**: 4
Service: IT Service – Client Configuration Team	**Location**: Elephant and Castle

What is the purpose of the role?

Provide specialist management of Microsoft desktop technologies and integration to Microsoft and other back-end services for the maintenance, development, security and support of delivered services as a member of the Strategy and Architecture division within IT Services. Change and Release management of operating systems, applications and policies to the Windows environment. Participate in internal and external networks to ensure the successful integration and delivery of IT Services across the University. Maintain an awareness of developing applications and technologies, evaluating the impact on existing systems architecture, and the development of areas of specialisation.

Duties and Responsibilities

- Be responsible for the development, maintenance and support of Windows operating systems and applications.

- Be responsible for packaging and release of changes to Windows desktop environments.

- Be responsible for the development, maintenance and support of policies to appropriately configure and secure the Windows desktop environments.

- Be responsible for development, maintenance and support of any back-end services that integrate the Windows desktop environments into the University IT infrastructure.

- Provide support, guidance and advice to the IT Services community ensuring the successful deployment of corporate applications to the user community.

- Asses, analyse and develop fault corrections, site-specific modifications and workarounds, updating system documentation accurately and consistently.

- Develop maintenance schedules and procedures, using appropriate tools and techniques to pro-actively monitor service status, investigate problems, collect performance statistics and create reports relating to the Windows desktop environments.

- Manipulate data or define enhancements in close collaboration with systems developers and third party suppliers, initiating action where necessary to resolve any shortfalls and maximise functionality according to agreed procedures.

- Provide appropriate status and other reports to team members, managers and users.

- Develop, maintain and document detailed knowledge of management and process improvement, updating configuration management records where necessary. Apply tools, techniques and processes for administering configuration items and related information.

- Prepare and maintain operational documentation for OS and application software, providing advice where necessary on the correct and effective use of application software.

- Work closely and collaboratively with other team members, systems and database administrators and those who provide end user support to integrate technologies with appropriate systems and applications across the University.

- Contribute to project plans for the implementation of upgrades and developments to systems and services.

- Provide specialist technical expertise with the planning, installation, maintenance and de-installation of OS and supported application software.

- Provide advice to team members and other IT Services staff with technical issues and infrastructure constraints.

- Recommend improvements and contribute to the implementation of agreed changes, architecture and design structures, tools and maintenance routines.

- Plan and prioritise own workload to meet service or project requirements and personal objectives.

- Investigate and coordinate the resolution of potential and actual service problems identified by the Application Configuration team or escalated through the incident management process.

- Maintain an awareness of developing technologies and their application to the services provided by Application Configuration.

General

- Assume other reasonable duties consistent with your role, as determined xxx, which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

• Application Configuration Team
• All IT Services staff
• Customers
• Project Teams
• Strategic third party suppliers eg. Microsoft, Viglen and Novell

Specific Management Responsibilities

Budgets: None
Staff: None
Other (e.g. accommodation; equipment): None

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	• Has a relevant qualification in area of specialism: 1.1. Microsoft Windows 1.2. Novell ZENworks 1.3. Microsoft System Centre Configuration Manager 1.4. Dell ATP
Relevant Experience	• Demonstrates experience with the following technologies focussing on client management technologies: 1.1. Microsoft Windows 10 1.2. Microsoft Windows Server 2012 and 2016 1.3. Microsoft Group Policy 1.4. Novell ZENworks Configuration Management 2017 1.5. Microsoft Software Installer (MSI)Application technology 1.6. Scripting (Batch, VB, PowerShell)
Communication Skills	• Communicates effectively orally, in writing and/or using visual media.
Student Experience or Customer Service	• Builds and maintains positive relationships with • students or customers
Professional Practice	• Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and Managing Resources	• Plans, prioritises and organises work to achieve objectives on time
Teamwork	• Works collaboratively in a team and where appropriate across or with different professional groups.
Creativity, Innovation and Problem Solving	• Uses initiative or creativity to resolve problems