Role summary

The End User Computing Engineer is responsible for developing, implementing, and maintaining F+P's end user hardware and related standards. The role covers the full lifecycle or end user devices, from planning and design through deployment, maintenance, and retirement, ensuring a secure, efficient, and consistent computing environment across the organisation.

This role is dynamic and evolving to meet the needs of F+P. You'll start by gaining a deep understanding of F+P systems, services, and culture. Before long, you'll be the go-to person for End User Computing Services — helping users with confidence and working behind the scenes to contribute to the development of industry-leading technology alongside our wider team.

This is a fantastic opportunity to help shape the digital future of F+P that values innovation, collaboration, and continuous improvement.

Role Definition

Job title: End User Computing Engineer.
Reporting to**:   End User Computing Manager.

Responsibilities
- **Support:**
  o Provide escalation support for complex technical issues impacting end-user hardware and related systems.
  o Manage end-user problem management processes, including root cause analysis, leveraging tools such as Nexthink.
  o Execute technical debt refresh programs to ensure systems remain secure and supportable.
  o Perform PC vulnerability remediation in collaboration with security teams.
  o Ensure software management processes (as owned by the Digital Workplace team) are integrated effectively into the EUC environment.

  o Contribute and support escalations for Incidents (including major incidents) and requests.
  o Support the integration of existing and emerging technologies in an efficient and secure manner, while ensuring operational stability is maintained.

- **Hardware Standards & Maintenance:**
  o Define, document, and maintain hardware standards for laptops, desktops, peripherals, and mobile devices.
  o Manage hardware lifecycle including procurement, deployment, refresh, and secure disposal.
  o Oversee hardware maintenance activities to ensure optimal device performance and availability.
- **Project Support:**
  o Lead and deliver end-user computing projects following the plan–design–build–run framework.
- **Asset Management:**
  o Coordinate asset management processes, ensuring accurate tracking of all end-user computing assets.
- **Mobile Device Management:**

- o Define standards for and support the management of mobile devices.
- **Continuous Service Improvement**

    - o Support a culture of continuous improvement and innovation in the end user computing service.
    - o Identify and critically evaluate areas which will benefit from investment, in line with team objectives with an awareness of the departmental strategy.

- **General**

    - o Contribute, or otherwise assist, as required.
    - o Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.
    - o Thorough knowledge of and compliance with F+P procedures and standards.

Qualities and Skills required
- Legally able to work in the country in which the position is based
- Able to manage sensitive and sometimes confidential information.
- 3+ years of experience in a similar role
- A high level of general education to degree level or equivalent
- Strong experience in end-user computing engineering, hardware lifecycle management, and device standards.
- Familiarity with IT asset management processes and tools.
- Proficient in problem management and root cause analysis, ideally with Nexthink experience.
- Solid understanding of PC vulnerability remediation practices.
- Knowledge of mobile device management technologies and standards.
- Experience with enterprise hardware refresh and technical debt reduction programs.
- Strong analytical, troubleshooting, and communication skills.
- Excellent organisational skills.
- Able to manage sensitive and sometimes confidential information.
- Self-motivated and able to take responsibility.
- Able to demonstrate initiative and a proactive approach to daily tasks.
- Good interpersonal skills and able to work independently and as part of an effective team.
- Flexible attitude.
- Able to build good relationships at all levels, internally and externally.
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure.
- Able to work as part of an effective team assisting and supporting team members.

Desirable
- Relevant certifications (e.g., ITIL Foundation, CompTIA A+, Microsoft Modern Desktop Administrator).
- Knowledge and understanding of ITIL.
- A good understanding of IT Technologies in End User Services / Digital Workplace and Infrastructure and Operations.
- Experience working in agile environments.
- Relevant IT certifications (e.g., CompTIA A+, ITIL Foundation) preferred.

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the

emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.