

## Role and person profile

Post title:	<b>Desktop Analyst</b>	Location:	<b>Guildford or Manchester</b>
Division:	<b>Business Solutions Group</b>	Department:	<b>Technical Operations</b>
Responsible to:	<b>Head of Technical Operations/ Team Lead Desktop</b>	Responsible for:	<b>n/a</b>
Scale:	<b>6</b>	Cornerstone behaviours level:	<b>Performer</b>
Post no:	<b>2853, 2854, 2855</b>		

### Purpose

To manage and maintain end user computing services to cost, quality and time criteria, ensuring SLAs are adhered to and reported against.

### Key accountabilities

1. To assist the Desktop Team Leader in the management, administration and maintenance of the end user computing environment in a cost effective, efficient manner according to ITIL best practices.
2. Provide second line support of end user hardware, software and mobile devices ensuring timely resolution of Incidents and fulfilment of service requests/Tasks according to agreed service level agreements.
3. Provide cost effective hardware lifecycle management, service and systems maintenance to facilitate effective delivery of service against agreed SLAs and OLAs.
4. Compose, manage and maintain accurate configuration documentation for the systems services we are responsible for.
5. The creation and documentation of efficient processes for service delivery and periodic reviews of those processes to identify and implement improvements. (Continual Service Improvement).
6. Manage, maintain, audit and update accurate information within a Configuration Management Database (CMDB) – to include Asset, User and Software details.
7. Manage and support hardware moves and changes including setup, telecoms and network connectivity, acting as a liaison for stakeholders as appropriate.
8. Carry out monitoring and reporting to identify issues and ensure timely resolution and/or make proposals for improvements. Monitor and report on SLAs as required.
9. Take responsibility for personal professional development and contribute to professional development of Desktop Technicians within the team.
10. Facilitate Skills transfer sessions as appropriate to ensure skills transfer within the team and with service desk operatives to enable higher first line and Technician fixes.

11. Facilitate proactive service delivery by building strong relationships with key stakeholders to ensure timely feedback and input on delivery and future needs.
12. Liaise closely within and across the BSG teams to ensure effective overall service delivery and timely resolution of incidents.
13. Liaise and engage with external suppliers as appropriate to ensure effective business relationships are in place and maintained to ensure maximum value to the business.

### General accountabilities

1. To comply with all AQA's policies and other legislative requirements, including but not limited to HSE, Equal Opportunities and ISMS.
2. Where business needs change, to undertake other responsibilities which are of a commensurate level outside the terms of this role profile.

### Person profile

Knowledge	Assessment
Demonstrable knowledge and competence of some or all the following:	<b>A/I/P</b>
<ul style="list-style-type: none"> <li>○ Experience of managing a Microsoft Windows 7 desktop computing environment               <ul style="list-style-type: none"> <li>○ Active Directory</li> <li>○ Group Policy,</li> <li>○ ADMX Templates</li> <li>○ SCCM                   <ul style="list-style-type: none"> <li>▪ Hardware Asset Management</li> <li>▪ Software Asset Management</li> <li>▪ Application deployment/ removal</li> <li>▪ Update deployment (WSUS)</li> <li>▪ Reporting</li> </ul> </li> <li>○ Microsoft Application virtualisation (AppV)</li> </ul> </li> </ul>	<b>A/I/P</b>
<ul style="list-style-type: none"> <li>○ Installation, deployment and configuration of Microsoft Office Suite (including Office 2007, 2010 and 2013)</li> </ul>	<b>A/I/P</b>
<ul style="list-style-type: none"> <li>○ Microsoft Exchange 2010               <ul style="list-style-type: none"> <li>○ Administration and management of User/Shared Mailboxes</li> <li>○ Message tracking</li> <li>○ Administration and management of Distribution groups</li> <li>○ Mail security (IronPort Mail appliance)</li> </ul> </li> </ul>	<b>A/I/P</b>
<ul style="list-style-type: none"> <li>○ Creation and deployment of Desktop Images               <ul style="list-style-type: none"> <li>○ PXE Boot,</li> <li>○ WDS,</li> <li>○ ImageX</li> <li>○ Sysprep</li> <li>○ WIN PE</li> <li>○ SCCM</li> </ul> </li> </ul>	<b>A/I/P</b>
<ul style="list-style-type: none"> <li>○ Management of a Citrix XenDesktop/ XenApp Virtual Desktop Infrastructure               <ul style="list-style-type: none"> <li>○ Gold Image creation,</li> <li>○ Desktop Catalogue creation and management</li> <li>○ Image Update</li> </ul> </li> </ul>	<b>A/I/P</b>

<ul style="list-style-type: none"> <li>○ Management of User access</li> <li>○ Virtual Application packaging and deployment</li> </ul>	
<ul style="list-style-type: none"> <li>○ Mobile Device Management <ul style="list-style-type: none"> <li>○ Administration of MobileIron or other mainstream MDM solution (eg AirWatch)</li> <li>○ Management of Apple iOS devices (iPhones/iPads)</li> </ul> </li> </ul>	<b>A/I/P</b>
<ul style="list-style-type: none"> <li>○ Management of End point Protection (Anti-Virus) <ul style="list-style-type: none"> <li>○ Ideally knowledge and experience of administering Sophos EPP</li> <li>○ Client deployment</li> <li>○ Update Management</li> <li>○ Outbreak Prevention</li> <li>○ Monitoring and Reporting</li> <li>○ Malware removal/clean up</li> <li>○ Administration/Management of EPP Policies</li> </ul> </li> </ul>	<b>A/I/P</b>
<ul style="list-style-type: none"> <li>○ Physical Network Patching</li> </ul>	<b>A/I/P</b>
<ul style="list-style-type: none"> <li>○ VOIP Telephony (Ideally Siemens OpenScope) <ul style="list-style-type: none"> <li>○ Configuration of VOIP Handsets</li> <li>○ Allocation of E164 Numbers</li> <li>○ Hunt Group management</li> </ul> </li> </ul>	<b>A/I/P</b>
<ul style="list-style-type: none"> <li>○ Administration and Management of File and Print Services <ul style="list-style-type: none"> <li>○ Distributed File Systems Management</li> <li>○ User Access control</li> <li>○ Management of internal FTP</li> <li>○ Monitoring and Reporting</li> <li>○ Print Management</li> <li>○ Management of Print Service <ul style="list-style-type: none"> <li>▪ Print Queue creation/ administration and management</li> <li>▪ Print Device management</li> </ul> </li> </ul> </li> </ul>	<b>A/I/P</b>
Broad understanding of the political, educational and business context within which AQA works	<b>I/P</b>
Understanding working on tasks in a project driven technical environment (Prince 2/Agile)	<b>A/I/P</b>
<b>Qualification</b>	
HND level computing qualification and/or previous experience in a similar role in a corporate environment	<b>A</b>
Relevant vendor accreditations (eg MCSE, MCP, MCSA)	<b>A</b>
<b>Skills</b>	
Logical thinker, able to diagnose complex technical issues in a pressured environment	<b>A/I/P</b>
Commercial awareness, ensuring value for money principles are applied to own area of work	<b>I/P</b>
Ability to work productively and effectively either on your own or as part of a team	<b>A/I/P</b>
Ability to produce and maintain clear concise, technical and procedural documentation	<b>A/I/P</b>
Excellent written and verbal communication skills, able to engage with suppliers and colleagues and customers at all levels	<b>A/I/P</b>
Ability to manage own tasks and time appropriately according to priority and importance	<b>A/I/P</b>

Resilient and able to work under pressure and in a fast-moving change environment	I/P
Ability to act as a technical coach and mentor for Desktop Technicians and Service Desk Analysts	A/I/P
<b>Leadership skills</b>	
Ability to resolve problems and adapt to change	I/P
Maintain constructive links with other teams and work collaboratively to deliver targets	I/P
Receive feedback and learn from mistakes for continuous self-development	I/P
<b>Experience</b>	
Demonstrable experience in a similar role	A/I
Experience of supplier and service management in relevant areas	A/I/P
Experience of problem analysis and resolution in a high pressure environment	A/I
<p>Assessment key (criteria to be assessed at the selection stage)</p> <p><b>A</b> – application (it is <b>essential</b> to provide evidence on application for shortlisting purposes)</p> <p><b>I</b> - interview                      <b>T</b> – test (or work sample)                      <b>P</b> – probation</p>	