

Role definition

Job title:	Configuration Analyst (IT)		
Reports to:	Configuration Manager		
Direct reports:	n/a		
Function:	IT	Location:	Manchester

Summary

The client configuration analyst is responsible for the management of all end user devices (static and mobile), all associated Enterprise Management Systems and the delivery of software services to them. They are responsible for the review and deployment of new commodity software deployments and patches. They will provide governance and security to all services employed.

Key objectives

- Support and manage enterprise infrastructure management systems
- Provide technical analysis skills to support IT projects
- Provide services to remotely manage and deliver software including patches to client devices
- Lead the management and control of all commodity software

Principal responsibilities and accountabilities

- Design, support and management of Enterprise Infrastructure Management Systems
- The design, build, testing and rollout of Standard Windows Images (Gold Builds).
- Develop and maintain automated build processes/Task sequences for PC's and all client devices
- Ensure appropriate security mechanisms and controls are in place to protect the business including but not limited to Anti-Virus, Device Control, Encryption and technically enforced policies
- Ensure services are available and functioning to track and control assets companywide.
- The setup and management of Remote Application deployments utilising SCCM and MDM, to include the creation of Advertisements/Collections and Packages within the SCCM and MDM environments.
- Manage the license compliance and delivery of applications within each area of the business.
- The setup and management of Microsoft Security Patching utilising WSUS and SCCM.
- Effective reporting on Application/Patch deployments using SCCM and effective troubleshooting to ensure full estate coverage.
- Monitor and manage incidents / changes
- Document processes / runbooks etc as required
- Carry out analysis, evaluation and compatibility testing of new hardware and software
- Interpret business requirements to align IS solutions
- Liaise with vendors and monitor software to capture latest product releases. Work with business and service delivery to move to latest platform as agreed
- Maintain an awareness of current developments in the enterprise desktop arena and conduct research and development of new technologies. Identify opportunities to apply innovation and new technologies to customers, suppliers, and partners and advise those responsible for progression
- Provide advice, both reactively and pro-actively, to customers, projects, bid teams and colleagues.
- Work with other members of the IS team to create IS processes and methods to improve the quality of IS delivery. Identify and automate tasks as appropriate to simplify and standardise the IS environment
- Manage the supply chain ensuring the development of new technologies whilst maintaining standards.
- Ensure that IS processes are as lean as possible and automated via workflow where appropriate to ensure both compliance and efficiency
- Ensure that all projects and activities are compliant with IS standards and governance models
- Provide, or assist with, quality assurance of activities involving desktop technologies, which are carried out by others
- Work with Super Users in the Business to ensure end user sign off and raise appropriate change controls.
- Work with 3rd Party to ensure MDM policy compliance
- Work with 3rd Party to control policy templates
- Work with 3rd Party to Ensure all end user devices are managed with MDM including removal of duplicate and expired devices
- Work with 3rd Party to check for MDM software updates, patches and hotfixes
- Support and development of mobile device management applications such as Mobile Iron

Person specification

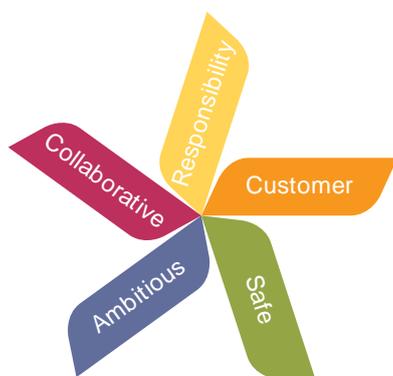
Qualifications and training

- ITIL Foundation Qualified (preferred)
- Microsoft Professional (preferred)

Technical skills and experience

- Experience of formal methods and processes and documentation standards
- Good interpersonal skills and ability to explain technical solutions in business terms
- Good spoken and written communication skills
- Good organisational and time management skills
- Strong analytical and problem-solving ability
- A high degree of accuracy and attention to detail
- Customer focussed
- Able to demonstrate an excellent knowledge of Desktop Operating Systems including Windows XP and up to Windows 10 in addition to demonstrating a good understanding of the operational differences and troubleshooting techniques
- Robust knowledge of MS Office and other standard business applications gained through previous support experience / interaction.
- App-V
- VDI
- Mobile Iron & Intune (EMS) knowledge would be desirable
- VMware Horizon

Vision and values



“We will be the best in the industry through delivering exceptional customer service.”