Microsoft End User Computing Engineer

**POSITION NO** 0060980

**CLASSIFICATION/SALARY** UOM 7

**SUPERANNUATION** Employer contribution of 17%

**EMPLOYMENT TYPE** Full Time; Fixed Term for 12 months

**HOW TO APPLY**
- Go to [http://about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers), under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.

**CONTACT FOR ENQUIRIES ONLY** Deepak Luddu
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*Please do not send your application to this contact*

For information about working for the University of Melbourne, visit our website:

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes, and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded. Find out more about the University’s strategy, ‘Advancing Melbourne’, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff, and partners by delivering University-wide services and operational support to meet the organisation’s evolving needs and strategic goals.

The portfolio also works in partnership with teams across the University to drive innovation, transformation, and improved performance, within and across functions.

It is responsible for functions relating to the University’s finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

1. Business Services
2. Chief Finance Officer Group
3. Legal and Risk
4. Office of the COO
5. Operational Performance Group
6. Research, Innovation and Commercialisation
7. Student and Scholarly Services

BUSINESS SERVICES

Business Services provides a full range of class leading information technology, facilities management, finance, HR and health and safety services to all operating entities of the University.

The Infrastructure Services portfolio is comprised of five service clusters:

1. Applications and Technology Management responsible for data centre and facilities, network and telephony, storage, servers, access, and security
2. Campus Services responsible for maintenance, infrastructure, sustainability, cleaning, security, transport, and utilities
3. Client Services responsible for the digital workspace services, service centre, onsite support, service management, and relationship management
4. Research Computing Services responsible for research specific infrastructure
5. Space Management responsible for spatial analysis, spatial data management and leasing management
6. Melbourne Bioresources responsible for the provision and maintenance of facilities, handling, transport, and storage of animals.

DIGITAL WORKPLACE SERVICES

The function of Digital Workplace Services sits within the Client Services cluster of Business Services and has a clear work grouping orientation towards strategic growth and transformation.

The team is responsible for driving medium and long-term initiatives to expand technology capabilities that facilitate the best user experience for staff and students.
The team consists of 5 streams that each have a focus on service ownership and innovation driven by deep client engagement: Microsoft End User Computing, Citrix Computing, Apple/Linux Endpoints, Audio Visual Technologies, and Collaboration Applications.

The team is responsible for the leadership and performance of digital workplace services as an integrated suite designed to enhance the digital dexterity of the University's staff and students.

**EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION**

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification, and victimisation. The University makes decisions on employment, promotion, and reward based on merit.

The University is committed to all aspects of equal opportunity, diversity, and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers, and visitors with a safe, respectful, and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability, and background bring richness to our work environment.

Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

**ABOUT THE ROLE**

**Position Purpose:**

Act as a Subject Matter Expert across Microsoft End User Computing Platforms through the provision of expert analysis and hands on management of incidents, requests, problems, and projects.

Ensure existing and new platforms and associated infrastructure are maintained, developed, and supported to facilitate delivery of quality outcomes in line with Business Unit objectives.

Support project, operational and service delivery teams by providing technical assistance with regards to the reliability, availability, scalability, and manageability of new and existing Microsoft End User Computing Platforms.

Provide training and coaching to Service Delivery Teams for optimised support and end user experience associated with Microsoft End User Computing platforms.

**Reporting line:** Team Lead, Microsoft End User Computing

No. of direct reports: `0

No. of indirect reports: 0

Direct budget accountability: n/a
Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Significant

Judgement: Significant

Operational context: University wide, all locations and budget divisions.

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors, and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/responsibilities/.

Staff must comply with all relevant requirements under the University’s risk management framework including legislation, statutes, regulations, and policies.

Core Accountabilities:

1) Assist in supporting the delivery of the Microsoft Windows strategy, roadmap, and technical implementation activities to meet current and future needs of the University.

2) Assist in delivering continuous improvement activities to optimise services, practices and processes associated with Microsoft SCCM and Intune platforms (efficiency, security, capacity, scalability, and availability) to realise high levels of client satisfaction.

3) Contribute to the software/application deployment strategy for Windows devices across the university and the maintenance of SCCM software library and Intune Company Portal with software patched, updated, or removed accordingly.

4) Maintain images made available to the deployment team through SCCM Task Sequence.

5) Support Windows and software licensing servers, Window Updates on all managed devices and Windows image delivery for digital exams.

6) Support the Citrix Platforms team with the software requirements for semester refresh.

7) Align with cybersecurity team to secure and harden managed Microsoft endpoints.

8) Drive problem management to determine the root causes of incidents produced by Microsoft end user computing platforms and ensure solutions are made available as needed.

9) Escalate appropriate operational and project risks and issues with vendors, technical partners, and management.

10) Meet compliance and quality assurance requirements, in line with the University’s risk management framework including OH&S, legislation, statutes, regulations and policies.
Selection Criteria:

Education/Qualifications

11) Post graduate qualifications in a relevant IT discipline and or equivalent mix of education and relevant experience.

12) Industry-based certification and/or demonstrated working knowledge relevant to Microsoft End User Computing technical domains:

13) A qualification in ITIL and/or previous experience using ITIL at a practical level.

14) Strong breadth of experience in a technology services group within a large complex organisation.

Knowledge and skills:

1) Experience supporting Microsoft End User Computing Technologies:
   - Microsoft Intune: Device Management, Application Deployment, Configuration Profile Management, Windows Updates, Reporting
   - Configuration Manager: Management of devices including integrations with Intune, Azure Active Directory (AD) and the ability to deploy apps, software updates/operating systems, monitor compliance, query, and act on clients in real time.
   - Application Packaging & Delivery: Management of application packaging and deployment, Win32, LOB, MSI, MSIX application packaging, modern ways of application deployment, Application Patching.
   - Windows Autopilot: Set up deployment profile and optimise the setup process from initial deployment through to end of life.
   - Active Directory/Azure AD: Manage the identity of devices, users, and groups.
   - Device Group Policies: Maintain and develop group policies on the on-prem Active Directory and configuration profiles on Intune.

2) ITIL Service Lifecycle: High level of competency across service operations, service design and transition with a focus on change, incident, and problem management.

3) Agile Mindset: Ability to prioritise and schedule workloads using agile frameworks.

4) Stakeholder Management: Highly developed communication, interpersonal, negotiation and influencing skills to achieve desired outcomes.

Other job-related information:

This role will require occasional out of ordinary hours of work and travel, local and interstate.