

Client Solutions Engineer

Job Description

REPORTS TO:

Infrastructure Manager

JOB SUMMARY

The Client Solutions Engineer is a key role in the Infrastructure Services for the design, build, delivery and optimisation of end-user solutions and components for the end-user device estate. This role will be focused on Windows 10 from OS deployment to configuration, management and enforcement of policies through appropriate toolsets. This is both a design and implementation role.

RESPONSIBILITIES

(This is not an exhaustive list of the duties to be performed. Job descriptions do not limit the tasks that an employee may reasonably be requested to perform. Changes in job descriptions may be necessary as the needs of the organisation change over time.)

- Providing OS platform services through design and testing through to delivery with ongoing management and support.
- Providing automated solutions for deployment of standard client OS to the support teams.
- Working with support teams to continually improve client platform and processes for delivery.
- Ensure documentation within the infrastructure team is stored and updated.
- Evaluation, selection, and implementation of approved technologies that align with technical architecture, business plans and long term strategy.
- Exploration of innovative tools and strategies and how they can deliver IT solutions that align with technical architecture, business plans and long term strategy.
- Tracking lifecycle management and quality assurance services related to client platforms and delivery architecture.
- Work with the information security team to ensure that the company complies with regulatory standards and best practices. Compile reports for compliance and security audits.
- Manage and update Windows OS images and document up-to-date build information.
- Deliver IS projects to completion and suggest improvements to systems.

ESSENTIAL SKILLS OR EXPERIENCE

- A Windows 10 deployment expert, ideally with 5+ years experience as a desktop engineer and/or architect: configuring, migrating and troubleshooting.
- Must have knowledge of designing solutions including testing and implementation especially with Zero or Lite touch deployments.

- Must have worked in an end user support role utilising the following technologies: MDT, PowerShell, Windows 10 and GPOs, Active Directory and Office 365.
- Working knowledge of Windows 10 semi-annual servicing and updates, enterprise features including security, BitLocker, Conditional Access, etc.
- Experience with Windows 10 analytics – Desktop Analytics, Upgrade Readiness, Telemetry, etc.
- Knowledgeable about current enterprise best practices, software and technologies (such as Sophos Endpoint).
- Possess advanced troubleshooting skills with the ability to research, identify risks, co-ordinate resources, develop and propose solutions to address issues at any level.
- Strong interpersonal and communication skills - both written and oral.
- Excellent analytical and problem-solving abilities
- Comfortable working autonomously and as part of a team
- Experience in writing technical documentation and reports
- Flexible and willing to work outside core business hours as required.

DESIRABLE SKILLS OR EXPERIENCE

- Proficiency with scripting languages (PowerShell, VBScript, etc), packaging / deploying applications, and distribution methods.
- Experience leading small to mid-sized projects as well as project planning and change management skills
- Experience with assessment tools such as Microsoft MAP

PERSONAL CHARACTERISTICS

The ideal candidate is energetic, focused and motivated with a 'can-do' attitude. Keen to take on a role in a department with development and advancement opportunities. Due to the unpredictable nature of the IT industry, it is also important for this person to be willing to expand their IT knowledge, and to upgrade their skills set as and when required. The role will involve working in a small team in an environment of open information-sharing to assure cross-training and cover within the department.

Note: This description is not intended to cover all the duties of the role. Reasonable additional duties may be assigned or duties may be reassigned at any time and at the discretion of management.