

|  |  |
| --- | --- |
| Role Title  | EUC Deployment Engineer |
| Function & Dept. | IT |
| Career Growth Level | Supporting & Co-ordinating (F)  |
| CGP Descriptor  | More complex roles which do not require significant specialist knowledge, but may work with confidential/ key information, are involved in process delivery, and may have some supervisory responsibilities |
| Team  | IT Operations  |
| Reports to | EUC Manager |
| Role Purpose  | To provide additional resource to the EUC team onsite at SCC HQ supporting the Windows 11 deployment and at SCC locations regionally when required. The role of EUC Deployment Engineer will require a customer facing individual who can work predominantly as part of team and on their own when required, to deliver a high standard of IT support working within project timelines. |
|  |  |
| Key Responsibilities  |
|  | **EUC Deployment:** Building, replacing, profiling and upgrading memory in laptops. |
|  | **Service Quality Assurance:** Deliver a high-quality service support experience to users and resolver groups. |
|  | **Onsite Visits:** conduct site visits to regional branches as and when required by the project. |
|  | **Escalation and Professionalism**: Escalate issues to line management when necessary and complete assigned work in a timely and professional manner. |
|  | **Technical** **Builds**: System Builds, links to maintenance & IMACS. |
|  | **CMDB**: Maintaining CMDB. |

|  |
| --- |
| Person Specification  |
| 1. | **EUC Support Experience:**Demonstrated hands-on experience in providing EUC support, ensuring the smooth operation of end-user computing environments. |
| 2. | **Hardware/Software Troubleshooting:**Proven ability to troubleshoot both hardware and software issues, identifying and resolving technical problems efficiently. Windows 10 & 11. |
| 3. | **Software Installation:**Proficiency in software installation procedures, ensuring proper configuration and functionality on end-user devices. |
| 4. | **Remote Desktop Tools:**Working knowledge of remote desktop tools, showcasing the ability to diagnose and resolve issues remotely, enhancing efficiency in support services. |
| 5. | **ITIL Framework Understanding:**Familiarity with the ITIL (Information Technology Infrastructure Library) framework, demonstrating an understanding of best practices in IT service management. |
| 6. | **Time Management:** Ability to work to a deadline, cope with the pressure of multi-tasking and able to prioritise work. |
| 7. | **Exceptional Customer Service Skills:**Outstanding interpersonal skills and a customer-centric approach, ensuring a positive and professional experience for end-users. Additionally, knowledge of remote desktop tools, familiarity with the ITIL framework, and exceptional customer service skills are essential for success in this position. |

|  |  |  |
| --- | --- | --- |
| Key Competencies |  | Level  |
| 1. | Business Acumen | 1 |
| 2 | Communication skills  | 1 |
| 3. | Continuous Improvement  | 1 |
| 4. | Process Management  | 1 |
| 5. | Quality Ownership | 1 |
| 6. | Planning & Organising  | 1 |

|  |  |  |
| --- | --- | --- |
| Value Behaviours  |  | Level |
| 1. | Responsibility  | 1 |
| 2. | Passion  | 1 |
| 3. | Customer First  | 1 |
| 4. | Agility  | 1 |
| 5. | Family  | 1 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version  | Date  | Description  | Approved by  | Date  |
| 1.0  | June 2025 | Original  | HR  |  |