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| Role Title  | Virtualised Desktop Tech Specialist – Scc Digital Uk Infrastructure |
| Function & Dept. | Cloud MS |
| 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  | SCC Digital Uk Infrastructure |
| Reports to | Dave Hammerton |
| Role Purpose  | The role will be a Tech Specialist as part of Uk Infrastructure Team supporting the Virtualised Desktop environments, the role will include resolving Incidents & Tasks raised by the customer through service now, planning and implementing changes to customer requirements, Liaising with TSMs, projects, and other parts of the business to carry out chargeable work for customers or other business areas. |
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| Key Responsibilities  |
| 1. Manage cloud technologies such as Citrix Cloud, AVD, DAAS/VMware Horizon, Azure Stack HCI, and Nerdio
2. Have advanced understanding of virtualization environments such as VMware, Microsoft Hyper-V & Microsoft Azure.
3. Having advanced understanding of Active Directory inc GPO’s for desktop and profile management
4. Knowledge in configuring and Manage Citrix Systems: Provide advanced technical support for Citrix environments, including Netscaler, XenApp, XenDesktop, Delivery Controllers and Profile Management.
5. Optimize User Workspace Environments: Implement and support tools like AppSense/Ivanti/FSLogix for User Workspace Management to enhance user experience across virtual platforms.
6. Good understanding of Microsoft server products (Windows 2012-2022)
7. Troubleshooting: Provide second and third-line support for IT systems, ensuring timely resolution of technical issues.
8. Documentation: Maintain thorough documentation of system configurations, changes, and standard operating procedures.
9. Understanding of ITIL
10. Ability to mentor, coach and support a small team of engineers to achieve team goals.
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| Person Specification  |
| 1. Relevant experience in IT systems administration or engineering roles within large MSPs.
2. Extensive expertise in a variety of virtualized Desktop environments Citrix, Citrix Cloud, AVD, DAAS/VMware Horizon, Azure Stack HCI, and Nerdio
3. Hands-on experience with Windows Server (2012–2019) and associated technologies.
4. Proficiency in Microsoft Active Directory for GPO’s.
5. Strong knowledge of tools like AppSense/Ivanti, FsLogix, Netscaler, XenApp, XenDesktop, Delivery Controller
6. Excellent problem-solving abilities and capacity to perform effectively under pressure.
7. Highly desirable certifications, including Microsoft Certified: Azure Administrator Associate, VMware Certified Professional (VCP), or similar qualifications.
8. Basic coaching / mentoring skills encompassing people and time management, effective communication, and mentoring/coaching of junior engineers.
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| Key Competencies |  | Level  |
| 1. | COMMUNICATION SKILLS | 1 |
| 2 | PLANNING AND ORGANISING  | 1 |
| 3. | INCIDENT MANAGEMENT | 1 |
| 4. | IT INFRASTRUCTURE | 1 |
| 5. | CONTINUOUS IMPROVEMENT | 1 |

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

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| Version  | Date  | Description  | Approved by  | Date  |
| 1.0  | November 2023  | Original  | HR  | November 2023  |
| 2.0 | March 2024  | Formatting of cells  | HR  | March 2024  |