Position: EUC (End User Computing) Engineer | **Job No:** 5104

Location: Remote Working from UK, ideally London based

Type: Contract (outside IR35)

Duration: 6 Months + potential extensions

Start: ASAP

Language: English

Rate: Up To £250 daily + VAT

Currency: GBP/£

Job Description

- This role sits within the Infrastructure End User Computing team, providing support and technical project implementation. The role holds a range of key responsibilities which covers a number of IT technologies and platforms.

Role Highlights - Key Responsibilities

- Deploy, maintain, and support any IT systems and applications used within the organisation, with a focus on the End-User technologies. This includes, but not limited to, Active Directory, Group Policy, User profiles, VMware Mobile Device Management, SCCM, WDS, Remote Desktop Services, FortiClient EMS, and Jira Service Desk.
- Take ownership for a number of end-user systems. Focus on project work to upgrade and improve upon existing infrastructure.
- Act upon instruction from the internal ticketing system, such as managing allocation of project tasks, implementing requests for change in system access, and aiding in diagnosis/problem solving from escalated incidents.
- Ability to diagnose a wide range of end-user technology issues, and act as escalation support for the Helpdesk Operations team.
- Ensure systems are kept safe and secure by embedding vulnerability management best practises, regularly review vulnerability scanning reports, spotting potential technical or security vulnerabilities and propose resolutions.
- Proactively monitor systems, embed policy compliance across the end-user estate, and take preventative measures to reduce system downtime.
- Highlight possible trends from re-occurring incidents, proposing possible resolutions/enhancements.
- Ensure systems meet Business Continuity Planning requirements.
- Be available outside of business hours on an ad-hoc basis to perform system changes, upgrades, and maintenance.

General Responsibilities:

- Perform as a key member of the IT Infrastructure Team, working closely with other team members, and colleagues across the IT Department in order to support all systems and technical processes.
- Update the internal knowledge base with both technical guides for colleagues, and system usage procedures to aid internal staff.
- Provide excellent customer service and support for internal staff via email, Teams or face-to-face.
- Work collaboratively with both internal teams and 3 rd party support services on diagnosing and troubleshooting issues related to the system environments.
- Adhere to all IT security policies and assistance in enforcing and monitoring of IT security policies.
- Understand the requirements of the business and suggest appropriate technologies to help deliver business goals.

Essential skills:

- Passion for the technical challenge.
- Proven record of 3 rd line technical support experience in a complex business environment.
- Proven track record of technical system implementation, both from an Infrastructure and Application perspective, covering multiple platforms and technologies.
- Excellent general experience with Microsoft technologies across the board.
- Windows 10 / 11 desktop OS deployment experience. Capturing, creating, and deploying OS images using SCCM or Windows Deployment Services (WDS).
- Windows Server OS implementation experience across multiple platform roles, including Active Directory, Group Policy management, Remote Desktop Services Technical Skills and Expertise
- WSUS update patch management
- Strong Microsoft SCCM deployment, configuration, and app packaging experience.
- Strong scripting ability in the likes of PowerShell or similar languages for the purposes of automation, user administration, application deployment, and system integration.
- Strong experience with Mobile Device Management services, ideally VMware Workspace ONE (aka Air Watch) and Apple Business Manager.
- Good experience of working within an AWS Cloud environment, particularly managing EC2 instances and ideally AWS Workspaces (VDI).
- Good experience of working with a Remote Desktop Services environment, ideally including deployment of virtual apps.
- General knowledge of networking and technologies to aid in diagnostics, such as concepts of VPNs, Firewalls, IP routing, and Wireless configurations.

Desirable knowledge, or willingness to learn:

- Experience with implementing/updating Service Desk environments, ideally Jira, ensuring the ticketing system is maintained and kept fit for purpose.
- Experience with implementing/updating end-user Remote Access VPN systems, ideally Fortinet FortiClient EMS.
- Experience of working within a change control environment or financial institution.
- Experience of working within, or in collaboration with, a Software Development or DevOps environment.
- Strong communication and customer service skillset is essential in order to effectively communicate to the business and understand their requirements and or issues.
- Proven analytical and problem-solving abilities.
- Ability to make sound and logical judgments.
- Strong interpersonal, written, and oral communication skills. Ability to perform general mathematical calculations.
- Able to conduct research into issues and process failures as required.
- Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergencies.
- Ability to present ideas in a user-friendly language.
- Highly self-motivated.
- Keen attention to detail.
- Experience working in a team-oriented, collaborative environment.
- Able and willing to work unsocial hours from time to time in order to provide the required service to our customers.
- Candidates must be eligible to work as a Contractor via their limited company otherwise will be paid on PAYE basis after deduction of N.I. and Tax contributions.
- Candidates must be eligible to work without need for sponsorship support, which is not available.

Please express interest by email to sanjay@frs-online.com adding Job No.5104 in the subject line and provide required information for the 5 numbered points below:

- 1. CV with full contact details (email, telephone) + Current Location:
- 2. Availability (earliest start date / notice period):
- 3. Expected Daily Rate (Currency: GBP/£):
- 4. Nationality:
- 5. If not UK citizen what is your visa type & expiry date for working in the UK: