End-User Computing Operations Engineer – Mobile Devices

Job Level	Level 4	**Job Reference No:**	
		Role review date:	
Directorate	DDaT Technology	**Function**	Platforms
Service	End-User Computing (EUC)	**Reports to:**	End-User Computing Operations Manager

Scale and scope of role

Direct reports	None	**Indirect reports**	None
Budget responsibility / accountability	N/A	**Accountable for other resources**	N/A

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive, and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

The End-User Computing Operations Engineer (Mobile Devices) is part of a team responsible for transforming the way we work, owning the End-User Computing (EUC) operation and experience across British Red Cross for staff and volunteers.

The role covers a diverse range of mobile computing technologies, including smartphones, tablets, and smart devices, with the objective of ensuring that users have a positive and consistent experience whether working remotely, from their home, an International office, or a BRC site.

Key responsibilities

Asset, Change, and Configuration Management

- Implement changes based on Requests for Change (RFC) adhering to the BRC change management policy and process.
- Develops and conducts tests to verify the effectiveness of changes, the user experience is not adversely impacted, and rollback plans are in place that are capable of restoring services to their previous state should the change need to be reverted.
- Maintain accurate information being able to the locate and verify the state of assets.
- Maintain a secure configuration, controlling mobile computing assets in line with compliance and security requirements.

Delivery and Operations

- Build, configure, administer, and manage the mobile computing technologies and services, including commercial-off-the-shelf software (COTS) and open-source packages and solutions to ensure they meet business needs and performance targets.
- Apply technical and specialist knowledge and skills through collaboration and creativity to support the successful delivery of programmes, projects, and other sanctioned initiatives.
- Perform technical support activities and carry out agreed or routine maintenance and administration tasks applying specialist knowledge and modern device management principles aligned to industry and organisational best practices, standards, service requirements including security, compliance, and resilience requirements.
- Draw upon and apply principles from Agile, Lean, and DevOps to identify and implement patterns and other changes that support and improve the delivery of high-performing, high-quality services, including automation of routine operations using off-the-shelf software and services or development of custom scripts and tools where appropriate.
- Ensure that appropriate information security requirements and controls are identified, in place, and maintained to mitigate security threats. And ensure that any non-conformance and/or risks are recorded within the operational risk register where they can be managed.
- Translate service requests and logical designs into physical designs using well-understood technology with appropriate patterns by managed levels of risk, manageable business, and technical complexity, and meaningful impact.
- Document all work using required standards, methods, and tools, including prototyping tools where appropriate.
- Build and test integrations and interfaces between systems and support more complex integrations as part of a wider team.

Problem and Incident Management

- Identify and register incidents, gathering the required information and allocating it to the appropriate channel for resolution.
- Troubleshoot problems able to identify the issue and root cause across different technologies with an understanding of the level of a problem.
- Contribute to the implementation of remedies and preventative measures to ensure that the problem or incident is resolved appropriately as well as introducing controls and processes to identify and prevent further reoccurrence.

Continual Service Improvement

- Define and track measurable goals and their outcome throughout the lifecycle using goal-setting frameworks, such as Objectives and Key Results (OKRs) and Key Performance Indicators (KPIs).
- Develop process efficiency and optimise processes to continually improve the business-as-usual service and support wider process improvement activities.
- Identify deficiencies and risks related to our mobile end-user computing, associated assets and services, and take ownership for their resolution, either resolving the issue directly or escalating to the relevant team or person where necessary.
- Take inputs and establish coherent frameworks and patterns to support and maintain the services that we provide.
- Produce service reports, collating data from depositories and providing basic reporting in order to track the effectiveness of services and identify areas of improvement.
- Identify and engage with users and relevant stakeholders to collate quantitative and qualitative data about service and user needs, undertake research about those needs, and turn the research into outcomes.

Team Member

- Works effectively as required within a variety of team topologies and models, including collaborating with individuals, teams, and functions from across the BRC, service providers, and third parties.
- Actively participates in all team meetings.
- Supports other team members.
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

The role is also required to work additional hours or days from time to time, including evenings /weekends and Bank/Public Holidays for which time off in lieu may be given in accordance with the BRC policy.

The role is required to participate in on-call arrangements from time to time, to attend to a critical problem which might occur outside of the BRC normal contractual hours. In such circumstances, an on-call allowance will be paid in line with BRC policy.

Pre-engagement checks

Criminal Records

England and Wales – Disclosure and Barring Service (DBS)
• None
Scotland
• None
Northern Ireland
• None

Drivers Check - Required – No

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Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
Knowledge and Skills	**S**	**I**	**A**
Essential			
• Strong product knowledge of Microsoft M365 suite on mobile devices, including Office 365, and mobile device and application management through the Enterprise Mobility and Security within Intune.	S	I	A
• Strong analytical skills, collating, and interpreting quantitative and qualitative data with a good knowledge of user-experience assessment approaches, tooling, and services to that may be used to identify and track meaningful user-experience metrics.	S	I	A
• Good practical knowledge of mobile operating systems (primarily Android with some iOS) with a good level of understanding of modern management concepts, such as zero touch deployment, device based conditional access, and modern authentication.		I	A
• Ability to communicate clearly and concisely, both orally and in writing, and lead presentations.		I	A
• Good awareness of commercial licensing agreements, including Microsoft Enterprise licencing.		I	
Desirable			
• One of more relevant Microsoft certification, such as Microsoft 365 Mobility and Security or Enterprise Administrator.		I	
• Good knowledge of Samsung's Knox security platform.		I	
Experience	**S**	**I**	**A**
Essential			
• Developing policies, standards, and procedures to govern the use of mobile device and mobile applications within in a relatively large (at least 1000+ Android devices) modern enterprise environment with a diverse workforce.	S	I	
• Deploying and maintaining configurations to harden the configuration of devices in line with accepted best-practice (CISecurity benchmarks and Microsoft Security Score).		I	

• Managing the deployment process for mobile applications to app stores and the Microsoft Company Portal, including testing, release, and updates.	S	I	
• Remote administration and support using PowerShell and the Microsoft Endpoint Manager products and related tools, including Microsoft Intune and Microsoft Mobile Device Management (MDM), and Active Directory Group Policy.	S	I	A
• Deploying and maintaining Microsoft Defender for Endpoint to protect against malicious software including protection from advanced persistent threats.	S	I	
• Deploying and maintaining policies / configurations to secure devices in line with accepted best-practice (CISecurity benchmarks and Microsoft Security Score) and obtaining assurance.	S	I	
Additional requirements			
Essential • Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy.		I	
Values in Action			
Dynamic - We move forward as one team.			
• Every day, we're adapting, innovating, and learning.		I	
• When the unexpected happens, we are calm, quick, and efficient.		I	
• We respond smartly, using clear processes and systems.		I	
Compassionate - We stand for kindness.			
• People come first, no matter who or where they are.		I	
• We have genuine, open-minded conversations.		I	
Inclusive - We are open to all.			
• We treat each other with dignity and respect.			
• Every person's uniqueness is valued, supported, and celebrated.		I	
• Our individual backgrounds and experiences make our organisation stronger.		I	
Courageous - We are bold.			
• We show our strength by doing the right thing.		I	
• We aren't scared to test our creative ideas.		I	

• As humanitarians, we go the extra mile to help people in crisis		I	

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.