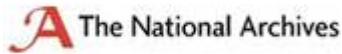


## Desktop Infrastructure Engineer



### The National Archives

#### Job Purpose

Working alongside Senior Systems Engineers, you will provide second and third-line technical support to the IT Helpdesk for desktops, laptops and thin clients.

A Terminal Services Thin Client infrastructure is already in place in our public reading rooms, and we are now implementing a server-based computing (SBC) model (based on VDI, Hyper-V and Remote Desktop Session Hosts) that will enable us to implement a thin client solution to the corporate network. We also need to continue to support a number of desktop PCs and small numbers of highly mobile workers who use laptops to access our network remotely.

The ICT infrastructure provides services to the general public, Government Departments and internal staff, and you will work with technical teams and non-technical customers office-wide. Opportunities are available to gain experience with the market-leading technologies that make up this interesting and developing environment.

Reports to: Service Delivery Manager (Operations)

#### Role and Responsibilities

- \* Work with the Service Delivery Manager to understand business desktop needs, gather requirements as appropriate
- \* Engage with vendors and suppliers to obtain information and roadmaps on current and future desktop hardware, software and operating system technologies, in order to evaluate desktop refresh options in line with business needs and make recommendations to the Head of ICTD and the Service Delivery Manager, shaping and influencing the future desktop/client side procurement strategy within the ICT department
- \* Build and deploy desktops, laptops and Thin Client devices to meet customer needs, owning and maintaining the standard build documentation on behalf of the ICT department, liaising with system support engineers to ensure periodic deployment of software updates
- \* Maintain and manage related technical and procedural documentation, ensuring that it is in place, where necessary, up-to-date and accessible
- \* Provide hands-on technical support and troubleshooting skills for the desktop estate (PCs, Laptops), self-directing and prioritising work and talking to business customers in order to diagnose and fix issues in line with agreed IT Helpdesk SLAs
- \* Provide hands-on technical support and troubleshooting skills for the server-based computing thin clients devices (including VDI), self-directing and prioritising work and talking to business customers in order to diagnose and fix issues in line with agreed IT Helpdesk SLAs
- \* Provide third-line high level systems support to the IT Helpdesk for Active Directory and Microsoft Windows 2008 server networks, through the demonstration of expertise and effective troubleshooting skills and provision of knowledge transfer to ICT colleagues as part of weekly structured knowledge transfer sessions
- \* Communicate clearly, both orally and in writing, potentially complex technical issues to both technical and non-technical audiences at varying levels across the organisation and beyond

#### Person Specification

##### Essential:

(demonstrated in a business environment):

- \* Demonstrable hands-on experience and in-depth working knowledge of:
  - Application and Desktop Virtualisation technologies; VDI, Remote Desktop Services, App-V
  - PCs, Laptops and associated peripherals (external hard drives, printers)
  - Windows 7 and XP operating system builds and deployment
  - Managing and supporting Anti-Virus products
- \* Demonstrable hands-on experience and good working knowledge of:
  - Microsoft Office 2007 and 2010 (operating system support and troubleshooting)
  - Windows server 2003/2008
  - Active Directory administration
- \* Demonstrable working knowledge of Group Policy Management

- \* Demonstrable experience of supplier and vendor engagement in order to understand product roadmaps and influence desktop procurement strategy in line with business needs
- \* Demonstrable experience of problem solving and trouble shooting in a technical support role
- \* Self-starter able to work both on own initiative and as part of a delivery-focused multi-disciplinary team to deliver to tight deadlines and under pressure
- \* Excellent interpersonal skills, working with customers in order to understand, diagnose and solve desktop issues
- \* Excellent verbal and written communication skills – able to communicate clearly, translating technical issues to expert and non-expert audiences, together with an ability to produce timely, clear and accurate documentation
- \* Willingness to attain SC clearance level

Desirable:

\* Hands-on skills or experience of any of the following:

- Operating system images and builds
- Operating system and application deployment
- MS System Center suite
- Quest Active Roles
- Open source applications

\* ITIL (Service Management)

\* Microsoft Professional accreditations (MCSE, MCITP)

Please use the 'more information' link below for further details and to apply online

<b>Location:</b>	Kew, Richmond
<b>Category:</b>	IT
<b>Duration:</b>	
<b>Type of Contract:</b>	Permanent
<b>Hours:</b>	Full Time
added: May 17, 2013	deadline: May 31, 2013

More information:

[http://iq24.i-grasp.com/fe/tpi\\_nationalarchives01.asp?s=4A515F4E5A565B1A&jobid=72852\\_3456147287&key=32067718&c=253654364965&pagestamp=senoweknswquft](http://iq24.i-grasp.com/fe/tpi_nationalarchives01.asp?s=4A515F4E5A565B1A&jobid=72852_3456147287&key=32067718&c=253654364965&pagestamp=senoweknswquft)