

## ROLE DESCRIPTION

<b>Job Role:</b>	End User Computing Supervisor	
	<b>Work Location:</b>	<b>Department:</b>
	Aberdeen	Information Systems
<b>Purpose of Role:</b>	<ul style="list-style-type: none"> <li>• The End User Computing (EUC) Supervisor manages Harbour Energy’s end-user computing environment, desktop client configuration, and delivery &amp; support toolsets</li> <li>• The EUC Supervisor is responsible for the leadership, management, and delivery of EUC services with aim to consistently meet current and future requirements of the business</li> <li>• The role supports business objectives by providing safe, secure, and reliable EUC services to ensure the sustainability and efficiency of systems and platforms while adhering to cyber security requirements and principles</li> <li>• The role is responsible for the creation and maintenance of operational documentation (incl. processes, procedures, design &amp; configuration, and operating manuals), technical planning, and implementation of new infrastructure projects (incl. technical guidance)</li> <li>• This role works with appropriate teams and 3rd party vendors to ensure the integrity of the Harbour Energy’s EUC infrastructure</li> <li>• Additionally, the role supports the Senior Manager – Service Operations in defining resilience and disaster recovery strategies for EUC environment and services</li> <li>• Key requirement of the role is to work with the Senior Manager – Service Operations to improve ways of working, demonstrated by results such as the level of reliability of EUC services</li> </ul>	
<b>MAE*/MATTE* and HSE* Critical Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Ensure that all activities are carried out in a safe manner complying with all regulatory requirements, legislation and Harbour Energy HSEQ procedures</li> </ul>	
<b>Areas of Accountability, Responsibility and Competence Level:</b>	<ul style="list-style-type: none"> <li>• Supports the execution of the IS strategy and roadmap and develops relevant functional objectives for the area based on the role holder's knowledge and experience</li> <li>• Ensures the on-going security, performance, stability, maintenance, and monitoring of end-user computing services</li> <li>• Supports the Senior Manager – Service Operations with development of the annual IS Operations budget from an EUC perspective</li> <li>• Manages 3rd Party vendors to ensure EUC is fit for purpose for Harbour Energy, including Audio Visual support, Packaging and Printing. Additionally, vendors aid in the administration, support, installation, configuration, and troubleshooting of EUC services</li> <li>• Designs and delivers support programs in support of competitive objectives within the EUC environment</li> <li>• Aids the Senior Manager – Service Operations and supply chain in supporting IS Operations sourcing strategy and partner relationship management</li> <li>• Responsible for performing technical planning and implementation activities for end-user computing, including desktop build and design of: <ul style="list-style-type: none"> <li>○ OS, applications &amp; tools</li> <li>○ Policies</li> <li>○ Delivery solutions</li> <li>○ Client group policy management</li> </ul> </li> <li>• Creates and maintains documentation, including processes, procedures, design &amp; configuration, and operating manuals for handover to operational teams</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ensures development of asset inventories within the organisation's ecosystem</li> <li>• Ensures adoption of (and commitment towards) service improvements</li> <li>• Follows formal governance mechanism to establish and monitor effective controls for the processes and functions performed by IS operations teams</li> <li>• Develops staff through coaching, mentoring and performance management, and holds people management responsibilities</li> <li>• Responsible for ensuring IS operational capabilities achieve regulatory and statutory compliance requirements</li> <li>• Provides input for the Senior Manager – Service Operations to develop workforce plans that ensure IS Operations can supply skilled resources to meet current and future demand across the enterprise</li> <li>• Manages a comprehensive and integrated ITSM landscape and associated service levels, based on best-practice processes, disciplines, and related toolsets</li> <li>• Adheres to enterprise technology standards, governance processes and performance metrics</li> <li>• Drives development activity either via product lines, COE's or project frameworks</li> <li>• May be required to provide out of hours support via an on-call rota</li> </ul>
<p><b>Critical Skills*</b>  <b>Qualifications</b>  <b>Experience, etc.:</b>          (* Indicate either preferred or essential.)</p>	<ul style="list-style-type: none"> <li>• Expert knowledge in Windows 10 builds, deployments, user profiles, PowerShell scripting, GPO management</li> <li>• Experience of SCCM, AD, Azure InTune and Azure Mobile Device Management</li> <li>• Substantial experience of EUC development, maintenance and support, with strong experience of leading a team</li> <li>• Previous experience of working with a diverse vendor support model</li> <li>• Experience of developing and implementing process improvements</li> <li>• Knowledge of information security best practices</li> <li>• Experience in the oil &amp; gas sector</li> <li>• Experience in managing 3rd party vendors</li> <li>• Ability to write and run test plans</li> <li>• Root cause investigation ability and engagement with 3rd parties to resolve business critical issues</li> <li>• Excellent technical understanding of the infrastructure being managed, and with ability to technically plan service improvements through to implementation</li> <li>• Excellent problem solving and ability to work under pressure</li> <li>• Experience and knowledge of cloud infrastructure services, including tooling and security</li> <li>• Logical approach and controlled implementation within CAB environment</li> <li>• ITIL qualification (foundation at a minimum or similar demonstrated experience)</li> <li>• Experience of leading teams, with the ability to communicate the IS operations objectives and motivate staff</li> <li>• Strong Industry, domain-specific knowledge of the enterprise and its business units</li> <li>• Experience of developing and implementing process improvements</li> <li>• Self-motivated and pro-active with a willingness to go the extra mile to achieve important goals</li> <li>• Competent in budget planning and financial management</li> <li>• Experience of delivering governance practices to track and measure the quality of services, and maintain service improvement plans</li> <li>• Strong third-party management skills, working closely with sourcing and vendor managers</li> <li>• Excellent verbal and written communication skills, including the ability to explain technical concepts and technologies to the IS workforce</li> <li>• Previous experience of working with a diverse vendor support model</li> </ul>

**\* Abbreviations:**

HSE	Health, Safety and Environment
MAE	Major Accident Event
MATTE	Major Accident to the Environment