

ROLE DESCRIPTION

Job Role:	End User Computing Engineer	
	Work Location:	Department:
	Aberdeen	Information Systems
Purpose of Role:	<ul style="list-style-type: none"> • The End User Computing (EUC) Engineer supports the EUC Supervisor in managing Harbour Energy's end-user computing environment, desktop client configuration, and delivery & support toolsets • The EUC Engineer is responsible for the development and maintenance of policies following the Harbour Energy delivery methodologies for implementation into the Harbour Energy operational environment • The role is responsible for the build, support, and management of all aspects of EUC services. This will involve lifecycle support from technology choices through build to deploy, run to retire 	
MAE*/MATTE* and HSE* Critical Responsibilities:	<ul style="list-style-type: none"> • Ensure that all activities are carried out in a safe manner complying with all regulatory requirements, legislation and Harbour Energy HSEQ procedures 	
Areas of Accountability, Responsibility and Competence Level:	<ul style="list-style-type: none"> • Performs technical planning and implementation activities for end-user computing, including the desktop build and design of: <ul style="list-style-type: none"> ○ OS, applications & tools ○ Policies and procedures ○ Delivery solutions ○ Client group policy management • Provides technical guidance on EUC elements of IT projects, and administrates, supports, installs, configures, maintains and troubleshoots Harbour's EUC hardware & software estate as well as application portfolio • Creates and maintains documentation, including processes, procedures, design & configuration, and operating manuals • Delivers EUC support related BAU services to Harbour • Works with third party vendors to ensure services and developed, enhanced and supported • Develops, deploys, and manages EUC services to meet defined business specific needs as defined through the product maps / lifecycles • Ensures all processes, procedures, and work instructions are clearly followed to help improve reliability, efficiency, quality, and cost effectiveness of service components under supervision for example ITIL problem and change processes • Accountable for compliance with all Harbour IS related processes, policies, and work practices • Supports the development of future planning and product roadmap activity • Acts as technical lead in business-critical situations as required • Works with minimal supervision, using clearly defined processes and procedures • Facilitates the use of the performance metrics to improve output • May be required to provide out of hours support via an on-call rota 	
Critical Skills* Qualifications Experience, etc.:	<ul style="list-style-type: none"> • Excellent analytical, collaborative (team working) with planning and execution skills • Expert knowledge in EUC such as OS, applications & tools, policies and procedures, delivery solutions, and client group policy management • Experience of Azure Management 	

<p>(* Indicate either preferred or essential.)</p>	<ul style="list-style-type: none"> • Strong industry and domain-specific knowledge of the enterprise and its business units • Expert knowledge in Windows 10 builds, deployments, user profiles, PowerShell scripting, GPO management and the windows subsystem • Experience of SCCM, AD, Azure InTune and Azure Mobile Device Management • Experience of developing and implementing process improvements • Self-motivated with a willingness to go the extra mile to achieve important goals • Ability to deliver to governance practices to track and measure the quality of services, and maintain service improvement plans • Strong third-party relationship skills, able to work closely with multi sourcing and vendor managers • Good verbal and written communication skills, including the ability to explain technical concepts and technologies to the IS workforce • Strong experience of application development and support / maintenance in the oil and gas sector or equivalent, covering systems such as control of work, exploration, maintenance, production operations and other upstream application disciplines • Experience and knowledge of cloud application services • Excellent problem solving skills • ITIL qualification (foundation at a minimum or similar demonstrated experience) and proven ability of working to the ITIL disciplines • Ability to work effectively in a team environment to encourage collaboration, innovation, and continuous improvement
<p>* Abbreviations:</p> <p>HSE Health, Safety and Environment</p> <p>MAE Major Accident Event</p> <p>MATTE Major Accident to the Environment</p>	