

Lead EUC Specialist

Role Description:

This Lead EUC Specialist role will be responsible for the administration, support and enhancing of the EUC services offered to the CUK user base. This role will enhance SCCM and MDM platforms, automating repetitive tasks enhancing the end user experience, bringing in best practices and ensuring all end user technology is kept up to date with industry standards.

The role will provide 2nd/3rd support to the user base, supporting the service desk to provide exceptional customer service, owning tickets through to resolution or hand off to 3rd line support from other technical teams.

The lead EUC specialist will embrace change and strive to enhance technical and procedural policies.

RUI: (if updating existing JD)	1009	Grade:	CUK Level 10	DBS check required Y/N:	Yes
Directorate:	Carnival UK Shared Services	Reports to:	EUC Manager		
Function:	Carnival UK Technology	Team: End User Computing	Technology Infrastructure and Operations – Technology Operations		
Direct reports :	None				

Accountabilities:

- Ensuring deployment of all software through SCCM or MDM platform
- Proactively monitor software for updates, retiring and updating software packages
- Ensuring base level compliance across the estate
- Proactively act as a senior escalation point, mentor, and guide to EUC and Service Desk team, making decisions as needed to guide daily priorities. Support colleagues in other Technology areas as needed
- Ensure communication to stakeholders, business colleagues, third-parties, and Technology colleagues is proactive, professional, sets and manages clear expectations, and is clear to technical and non-technical audiences
- Build strong relationships with peers across all Carnival brands worldwide. Proactively engage in cross-brand knowledge sharing and planning
- Build strong working relationships with colleagues in Architecture, Security, and other Technology departments to ensure operational realities are considered throughout the technical lifecycle
- Proactively identify operational issues and ensure remediation to minimise business impact
- Proactively manage security, risk, and compliance as it relates to network and communications technologies
- Develop and implement new technical solutions based on a wide variety of different technologies
- Responsible for optimising service improvements within our CUK infrastructure
- Undertake detailed and complex project tasks working alongside the Portfolio Delivery, Architecture, and business operational teams in the UK and globally
- Adhere to operational technical procedures and policies
- Ensure the CAB process is adhered to and agreed processes are followed
- Quickly learn new technology independently using documentation and online resources
- Travel to ships and ports around the world as required
- Fulfil on call duties as required and be part of a 24/7 support schedule.

Health, Environment, Safety, Security (HESS) Responsibilities:

- Lead by example by taking care of the health and safety of you and others

- Report all accidents, 'near miss' incidents and work-related ill health conditions to your manager / supervisor / team leader
- Follow safety rules and procedures
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks
- Appoint shore side risk assessment Subject Matter Experts as required to review and approve risk assessments
- Actively promote safe working within your team and encourage safe behaviours
- Demonstrate safety leadership in accordance with our safety leadership behaviours
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General Responsibilities:

- Adhere to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).

Scope:

Problem solving:

- Act as a technical lead during Incident and Problem Management activities
- Maintain regular contact with stakeholders during incident and problem resolution
- Lead troubleshooting and improvement activities that cover a broad range of technologies and techniques, including technologies outside of the core Network & Communications portfolio
- Solve problems with minimal input, working alone or as part of a team
- Support other operational teams within CUK with detailed technical input
- Lead root cause analysis activities, reporting to stakeholders after a major incident
- Working closely with our Onboard Technology team to assist with End user device issues

Impact (what impact will the role holder have on the team/ department/ function/ stakeholders):

- Prove yourself as a trusted advisor across the Technology team, End User technologies being provided to a broad range of operational and project delivery activities
- As a team member of the End User Compute, lead by example to positively impact a high performing continuous improvement culture
- Drive technical thinking and decisions forward using strong experience and technical expertise. Ensure CUK remain proactive and innovative wherever possible

Leadership:

- Work closely with IT colleagues (service desk, other 3rd line teams, and project managers) and a variety of stakeholders to ensure required outcomes are achieved. Guide and mentor colleagues as needed
- Maintain close working relationships with business units and peers in other areas of Carnival UK
- Influence customers, suppliers, partners and peers
- Educate and lead on good practice, awareness and accountability for employees

Demonstrable Behaviours:

Technology behaviours – pick from these:

- Adaptive leadership style that creates an inclusive and engaging environment
- Strategic thinker with the ability to adapt to change
- Guest and customer centric approach, passionate about enhancing the service being offered across the team
- Natural collaborator, energetic and enthusiastic about cross functional delivery
- Strong communicator in all its forms across all levels of the organisation
- Always looking for ways to improve personally and to the way things work
- Influencer that is able to motivate people to adopt effective working practices
- Focussed on prioritising the right things and planning to ensure success
- Decisive, 'can do' attitude whilst maintaining a clear focus on problem solving and seeing action through to delivery
- Innovator who can develop new ideas and ways to improve the service we offer

Knowledge, Experience and Qualifications::

Qualifications – essential:

Knowledge/ Experience – essential:

- Strong windows 10 build knowledge
- Strong windows 10 troubleshooting knowledge
- Understanding of wider IT concepts – networking and server and storage etc
- SCCM Packaging knowledge
- SCCM Task Sequence knowledge
- Strong MDM platform knowledge – Workspace One
- Experience managing incidents and requests
- Experience managing technical 3rd line incidents
- Excellent communicator
- Experience in a fast-paced support environments
- Experience with incident ticket systems
- Experience in imbedding best practices into BAU work
- Ability to manage own workload and prioritise according to SLA and business objectives

Qualifications – desirable:

- ITIL foundation
- A Level or equivalent
- SCCM - Administering System Center Configuration Manager
- MCSA - Windows 10

Knowledge/ Experience – desirable:

- SCCM Server deployment knowledge
- SCCM upgrading knowledge
- VW Ware workspace one knowledge

Issue Date	December 2020	Issued by (name):	Scott Pelvin	
REWARD ONLY	Grade: CUK Level 10	RUI: 1008	Date Approved:	Initials: