



# Senior EUC Engineer IT Grey Street, Newcastle

## Job Purpose:

Go Ahead Group is expanding its service offerings to its Operating Companies, and we are seeking a highly skilled and motivated Senior End User Compute (EUC) Engineer to help lead the development and management of the Windows desktop OS life-cycle, AppV, SCCM/Intune, company applications, and MDM solutions.

This is a hands-on role requiring both strong technical expertise and exceptional interpersonal and communication skills. As a key member of the Technical Operations team, the Senior EUC Engineer will contribute to the delivery of technical projects, provide 3rd-line BAU support, and manage complex technical escalations. In addition to possessing the relevant technical skills and experience, we are looking for someone who is innovative, dedicated to delivering high-quality solutions, committed to maintaining exceptional operational standards, and passionate about their area of expertise.

The Senior EUC Engineer will be responsible for deploying, supporting, and managing the entire EUC estate, which includes Windows desktops, application delivery via RDS, mobile devices, and virtual builds. You will bring proven experience in designing and implementing Microsoft OS environments, application packaging, and leveraging PowerShell scripting and automation to streamline processes.

## Principal Accountabilities:

- Responsible for the design, planning and maintenance of the Windows 10 deployment, regular servicing, vulnerability management and incorporate security baselines.
- Scope, design and deployment of software packages and Windows Endpoint Builds using ECM/Intune, AirWatch, Microsoft App-V and Active Directory Group Policies.
- Management and ownership of the EUC toolset (Microsoft Endpoint Manager / Intune Co-management)
- Application packaging, scope, delivery and lifecycle management.
- Maintenance and development of the Windows Remote Desktop Services (RDS) infrastructure
- Ensuring security compliance across the EUC estate and undertaking vulnerability remediation activities.
- Mobile device management using AirWatch and Intune.
- Maintain an “evergreen” approach to the EUC estate for head office and Operating Companies.
- Providing 3rd line BAU and escalation support
- Establish and maintain key stakeholder relationships
- Provide 24x7 support for critical production systems (Rotational).
- Share domain and technical expertise, providing technical mentorship and cross-training to other peers and team members.
- Establish and maintain key stakeholder relationships. Document all solutions and processes.

## Knowledge & Experience:

- Proven IT support experience and ability to work collaboratively with diverse teams
- Strong communication skills, with the ability to engage at all levels
- Excellent time management, prioritisation, and multitasking abilities

- Ability to quickly resolve complex issues and meet tight deadlines
- Highly organized, detail-oriented, and reliable with a strong work ethic
- Full clean driver's license and access to a private vehicle
- MCSA qualification and knowledge of Azure Fundamentals (Ideal)
- Experience with MS AD, Group Policy, SCCM, MDT, MS Intune, FEP, O365, DHCP, MS DNS, KMS
- Proven experience in Windows 10 image creation, automated deployment (SCCM/Intune), and app store deployment
- Expertise in Active Directory, GPOs, Security Groups, DNS, DHCP, and software packaging (AdminStudio, App-V)
- Proficient in Powershell and Batch scripting
- Experience with RDS, APPV, and application packaging

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**If you are interested in this exciting opportunity, please send a short covering letter and CV to Ritu Kapur, Talent Partner at [ritu.kapur@go-ahead.com](mailto:ritu.kapur@go-ahead.com) by 17:00 on Friday 21<sup>st</sup> March.**