



WMFS

**West Midlands
Fire Service**

Job Title: Modern Workplace & End-User Computing
Engineer

Grade/ Role: T2A

Department/ Section: Service Support, DDaT

Job Description

JOB DESCRIPTION

Job Title:	Modern Workplace & End-User Computing Engineer
Grade / Role:	T2A
Reports to:	Modern Workplace & End-User Computing (EUC) Manager
Section:	Service Support
Department:	Digital Data & Technology

Job Summary

As part of the Service Support team, Digital Workplace & EUC Engineer to support the deployment, management, and day-to-day operation of our end-user computing (EUC) and Modern Workplace platforms.

This role offers hands-on experience with Microsoft 365, endpoint management, and workplace collaboration services. The role sits below senior engineer level, contributing to operational delivery, device lifecycle management, and cloud-based workplace support while developing technical expertise.

Based at the organisation's headquarters, you'll work with all areas of IT, support staff and operational firefighters to establish and manage technical standards and work to best practice guidelines.

Responsibilities and Duties**Incident & Request Management**

- Ensure incidents and service requests are handled in line with Incident, Major Incident, and Request Fulfilment procedures.
- Maintain a strong, customer-focused approach at all times.

Technical Support & Maintenance

- Assist with the deployment, configuration, and support of end-user computing devices (Windows desktops/laptops, OS builds, patching, imaging, device lifecycle).
- Support administration of Modern Workplace platforms, including Microsoft 365 (Teams, SharePoint, OneDrive, Exchange) and Azure AD / Entra ID.
- Help manage devices using Microsoft Intune and maintain compliance with endpoint and security policies.
- Provide 1st and 2nd line support, troubleshooting incidents and service requests, and escalating more complex issues to senior engineers.

- Participate in the implementation of Virtual Desktop Infrastructure (VDI) or remote access solutions, as required.
- Assist with OS upgrades, device refresh cycles, and small to medium Modern Workplace rollout projects.
- Maintain documentation, runbooks, and standard operating procedures.
- Collaborate with IT colleagues to ensure alignment with organisational standards, security requirements, and best practices.

Documentation & Knowledge Sharing

- Maintain accurate records, including tickets, asset registers, technical documentation, and user guides.
- Provide advice, training, mentoring, and cross-skilling to other team members.

Collaboration & Communication

- Work closely with other Digital & Data teams to enhance IT service delivery.
- Liaise with and oversee contractors, agency workers, and temporary staff, ensuring professionalism and adherence to standards.
- Ensure the health, safety and wellbeing of colleagues and service users when undertaking tasks that directly impact others, including the maintenance and support of operational systems and equipment.
- Take responsibility for the effective induction and onboarding of new team members, providing guidance on processes, systems, and safe ways of working.

Additional Duties

- Carry out other duties as required, aligned with the grade of the post and need of the organisation

Other Responsibilities:

Service Reporting

- Support the production of service statistics and management reports.
- Monitor live services and perform trend analysis to support Problem Management.
- Monitor ticket queues and escalate issues as needed.
- Assist with demand vs. capacity planning.

Problem Management

- Maintain the Problem Management Register to help track and resolve issues effectively.

Service Design & Focus

- Contribute to the creation and maintenance of the Service Catalogue.

Assist in the design and documentation of key services delivered by the Service Support Team.

Special Conditions *(include any special conditions, for example shift patterns, hours of work, working outdoors etc.)*

- The role allows some hybrid working. However, due to service requirements the main work location for the role will be at our Headquarters in Birmingham.

- The role will also require attendance across multiple sites at times, a full driving license will be required.

Role related knowledge, skills and experience

The position will require a proactive approach in the continuous improvement, understanding new features, products, and services available and how their adoption by the wider organization can release value and improve user experience. You will be required to maintain an understanding and appreciation of new features, products and services released within the digital space, understanding, and demonstrating the impact and value they can deliver to the organization, and supporting their release into live services.

You will be required to adopt a proactive approach to the security and compliance of technology within your defined workload. Identifying and implementing appropriate measures based on best practice.

Essential

- Strong troubleshooting skills across desktop hardware, applications, and user access.
- Understanding of device management tools (Intune, SCCM, or similar).
- Experience with basic networking concepts, authentication, and user profile management.
- Strong customer service and communication skills.
- Practical experience (1–3 years) in IT support, end-user computing, or similar IT operational roles.
- Familiarity with Windows 10/11 desktop environments, basic troubleshooting, patching, and software installation.
- Basic to intermediate knowledge of Microsoft 365 applications (Teams, SharePoint, OneDrive, Exchange).
- Understanding of endpoint management, identity, and access management concepts.
- Awareness of IT service management processes, incident escalation, and ITIL principles.
- Strong communication and documentation skills.
- Willingness to learn and develop technical expertise in workplace technologies.

Desirable

- Experience with application packaging tools.
- Exposure to Autopilot, Intune, Azure AD, or configuration management.
- Knowledge of Microsoft 365 services.
- Scripting experience (PowerShell desirable).
- Experience with hardware refresh or upgrade projects.
- Exposure to Microsoft Intune or Azure AD / Entra ID administration.
- Understanding of security, compliance, and device lifecycle management practices.
- Interest in cloud technologies, virtual desktops, or automation/scripting.
- Any relevant certifications (e.g., Microsoft 365 Fundamentals, ITIL Foundation, CompTIA A+).

Behaviours / Competencies

- Strong attention to detail and a methodical approach.
- Customer-centric mindset with a focus on quality.
- Willingness to learn from Senior Engineers and develop skills.
- Collaborative and proactive attitude.

Qualifications

Desirable

- ITIL V4 Foundation.
- Microsoft certifications (e.g., MS-102, MD-102, SC-300).
- IT-related qualifications or certifications are beneficial (CompTIA A+, MD-102, AZ-900, etc.).

Level of DBS required (eg: Basic, Standard, Enhanced, Enhanced with Barred List)

Standard