**Technical Competencies – Desktop Engineer – End User Computing**

**Applicant Name:**

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| **N** | **Technology**  | **Years of experience** | **Competence (rating : 1=basic  5=excellent)** | **Detailed description of how this specific professional experience was gained.**  | **Companies where you applied these skills / knowledge, according to your professional experience, e.g. 1-the most recent position, etc.** |
|  | Engineering and design experience |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Proven working experience as application packager for enterprise-scale environment with proven experience in editing and creating high quality MSI packages for application deployment via SCCM using tools like Flexera AdminStudio, InstallShield, Orca, InstEd, Microsoft PSTools |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Proven working experience in managing and troubleshooting Windows based desktop environment in a secure environment with the technologies/products SCCM, MDOP, scripting (PowerShell or VBScript). |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Very good command of English with proven drafting ability using MS Word with proven experience in drafting technical procedures and design documentation. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Good understanding and relevant experience working with ITIL processes, particularly change, incident and problem management. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Following best practices automating, repackaging and sequencing applications (for virtualised applications). Develop and test an uninstall package/process for each packaged application. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Using pre-established testing criteria, test application deployment for all applications to the end user device including; successful installation via SCCM, successful launch in Windows 7/10 |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Provide application package troubleshooting and remediation as required. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Plan, prepare, test and implement maintenance activities (such as patches and software upgrades) which are required to keep system running at optimised condition. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Participate in the design of complex IT solutions for End User Computing landscape |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Participate in the design of security policies for Windows based desktops |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Contribute to IT projects in the preparation and implementation phase of End User Computing related services and systems, such as technical specification, analysis, evaluation, development, integration and testing, maintenance, release, documentation. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Provide 3rd-level support for operational End User Computing landscape including monitoring, identifying any need for preventive or remedial maintenance through the use of diagnostic tools |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Investigate, diagnose and resolve system problems using available tools and referring to external suppliers if required, as well as assisting 1st and 2nd-level support staff |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Coordinate with other resolver groups as required to resolve 3rd-level end user support issues |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Maintain accurate and up-to-date technical documentation related to End User Computing service, transfer knowledge to colleagues and ensure sufficient documentation is available for tasks to be assigned to 1st and 2nd-level support staff. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Works harmoniously with others to get a job done; responds positively to instructions and procedures; able to work well with staff, co-workers, peers and managers; coordinates own work with others; seeks opinions; values working relationships; when appropriate facilitates discussion before decision-making process is complete. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Demonstrates knowledge of techniques, skills, equipment, procedures and materials. Applies knowledge to identify issues and internal problems; works to develop additional technical knowledge and skills. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Takes personal responsibility; completes work in a timely, consistent manner; works hours necessary to complete assigned work; is regularly present and punctual; arrives prepared for work; is committed to doing the best job possible; keeps commitments. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Responds to requests for IT service in a timely and thorough manner; does what is necessary to ensure customer satisfaction; prioritises customer needs; follows up to evaluate customer satisfaction. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Establishes high standards and measures; is able to maintain high standards despite pressing deadlines; does work right the first time and inspects work for flaws; tests new methods thoroughly; considers excellence a fundamental priority. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Is efficient in one’s use of time and works in a well-structured way. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Ability to carry out several tasks simultaneously while maintaining high standards with all tasks. |  |  |  | 1,2,3,4,5,6,7,8 |