**Technical Competencies – System 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 |
|  | Minimum 5 years of 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 |
|  | Experience in designing, implementing and maintaining a desktop service together with creating of operational documentation and its handover to support teams. This includes at least creating desktop images, managing SCCM clients, robust SCCM task sequences, GPO’s, design documentation, operational procedures and the training of support teams |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Good knowledge of application packaging for enterprise-scale environments in particular editing, creating and deploying high quality MSI packages using tools like SCCM, Flexera AdminStudio, Microsoft PSTools |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Very good command of English with proven drafting ability using MS Office and working experience operating mission-critical IT infrastructure environments |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Good understanding and relevant experience working with ITIL processes, particularly change, incident and problem management, writing technical procedures and design documentation |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Following best practices to automate, repackage and sequence applications (for virtualized 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 |
|  | Work experience in an international work environment will be an asset |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Good analytical problem-solving skills |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Be results-oriented |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Be service-oriented |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Manages multiple assignments and tracks progress on numerous processes simultaneously |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Shows commitment to the achievement of team and organisational goals |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Uses diplomacy and tact when dealing with users and colleagues |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Uses simple/clear words to communicate ideas |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Shows strong interpersonal skills, self-motivation and the ability to work in a team |  |  |  | 1,2,3,4,5,6,7,8 |