



UNIVERSITY OF
LINCOLN

UNIVERSITY OF LINCOLN JOB DESCRIPTION

JOB TITLE	Digital Client Devices Analyst				
DEPARTMENT	Digital Technologies				
LOCATION	Lincoln Campuses				
JOB NUMBER	DS060	GRADE	6	DATE	May 2026
REPORTS TO	Digital Client Devices Manager				

CONTEXT

The Digital Technologies department has a headcount of 82 with an operational budget of approximately £8m and is responsible for the provision and support of digital technology services across all departments and colleges of the University.

The University of Lincoln's strategy is driven by a vision to become a leading institution that embraces innovation, fosters inclusivity, drives impactful research, and champions sustainability. By embracing these principles, the university seeks to provide a transformative educational experience, empower its community, and make a positive contribution to society and the world at large. The University is now extremely reliant on digital services and tools in every area. The digital strategy has created an approach to the development and delivery of digital services that removes the constraints previously placed upon the growth and development of the University.

The effective and efficient operation of the service is critical to the success and continued operation of the University. Development of new and existing services and systems is required to support the achievement of the University strategy.

JOB PURPOSE

The role sits within the Digital Client Devices team and the post holder is expected to have a good understanding across a broad range of IT disciplines. They will actively contribute to the successful delivery of a number of high profile and innovative Digital Technologies services to the University community, contributing to implementation, ongoing operation and development.

The role holder will contribute to the delivery and ongoing technical support for all aspects of client devices technologies on Windows, Apple, and Android eco-systems and on all form-factors of device. Responsibilities will include the delivery and management of operating systems, applications, and policies, whilst maintaining and enhancing security compliance. They will evaluate and recommend new technologies and solutions that align with the University's business objectives and improve operational efficiencies. The role will also include contributing to the definition of process and procedures for the deployment and management of technologies, working closely with the Digital Operations team for all stages in the asset management lifecycle for the devices.

Autonomy

Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.

Influence

Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives. This role is expected to be a role model to others across the department.

Complexity

Performs a broad range of complex technical or professional work activities, in a variety of contexts. Investigates, defines and resolves complex problems.

Business Skills

Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.

KEY RESPONSIBILITIES

SERVICE MANAGEMENT

Takes significant responsibility within own service area to deliver a professional service including:

- Co-ordinating, overseeing and reporting the activities within defined service area.
- Change Management; development, evaluation, approval and effective implementation of changes to the live infrastructure.
- Problem Management; Analyses incidents and problems to show trends and potential problem areas.
- Service Level Monitoring; analysis of data to inform Continual Service Improvement
- Asset recording and management

IT OPERATIONS

Carries out moderately complex operations that include:

- Diagnosis and resolution of issues with user devices, applications, peripherals, and communications & networking equipment.
- Monitoring, logging and reporting tasks. Reports problems and other unforeseen or exceptional events to Service Owners.
- Responds to enquiries by users and DT colleagues and is able to deal effectively with a broad range of problems of moderate complexity, only escalating those which need specialist or management attention.
- Conducts investigations of operational problems, makes proposals for improvement, and implements them when appropriate.

APPLICATION SUPPORT & SYSTEM DEVELOPMENT

For all products, services and systems within the area of responsibility:

- Provides detailed personal advice and guidance to all users in the effective use of systems, products and services, investigating moderately complex problem situations to diagnose underlying causes and helping users to recover or continue operation.
- Contributes to the delivery and ongoing technical support for all aspects of client devices technologies on Windows, Apple, and Android eco-systems and on all form-factors of device.
- Manages and delivers operating systems, applications, and policies, while maintaining and enhancing security compliance in line with Cyber Essentials standards.
- Evaluates and recommends new technologies and solutions that align with the University's business objectives and improve operational efficiencies
- Investigates issues and other application requests for support and ensures that requests are handled according to agreed procedures and determines appropriate actions to take. Uses own judgement to set priority for resolution, monitor progress and apply escalation procedures for incident not progressing satisfactorily.
- Reviews and accepts releases, upgrades and fixes available for system and identifies those which merit action. In consultation with users, demonstrates all features, install plans and commissions' systems, products and services and their upgrades.
- Contributes to the establishment and maintenance of the University's DT standards, methods and procedures. Ensures all work is carried out and documented in accordance with these standards, methods and procedures.
- Provides advice and guidance to less experienced colleagues where required and responds to wide-ranging and detailed questioning in own area(s) of specialisation.
- Monitors systems for which responsible by regular review in accordance to published service level agreements. Notes problems and identifies performance trends. Takes corrective action to improve performance and to avoid problems arising.

DESIGN & DOCUMENTATION

Takes a leading role and responsibility for the below areas:

- Provides expert technical knowledge in the configuration of software, other system components and equipment for the systems testing of platform specific versions of software products.
- Obtains formal agreement by stakeholders to scope and requirements and establishes a base-line on which delivery of a solution can commence. Reviews proposed benefits and risks in the new/redesigned processes, confirms the acceptance criteria for these processes, and ensures that they are properly documented in the business justification.
- Designs and develops systems to enhance or customise system software to satisfy business objectives and tailors system software to ensure maximum efficiency. Prepares software implementation procedures with fall back contingency plans. Ensures that new versions of system software are properly installed and thoroughly tested.
- Specifies and develops test scenarios to test that new/redesigned processes deliver improved ways of working for the end user at the same time as delivering efficiencies and planned business benefits.
- Records work with appropriate documentation, meeting the required standards and uses suitable methods and tools.
- Provides guidance and assistance to colleagues in any aspect of system design, creation, testing and documentation.

PROJECT MANAGEMENT

Takes responsibility for the technical execution of small-scale projects covering:

- Defines, documents and safely executes small-scale projects, actively participating in all phases of the project. Identifies, assesses and manages risks to the success of the project.
- Working with users, reviews proposed benefits and risks in the new/redesigned processes, confirms the acceptance criteria for these processes, and ensures that they are properly documented in the business justification.
- Specifies and develops test scenarios to test that new/redesigned processes deliver improved ways of working for the end user at the same time as delivering efficiencies and planned business benefits.
- Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are captured and actioned. Produces appropriate documentation to support these processes.

SECURITY ADMINISTRATION

- Maintains knowledge and awareness of IT Security policies & procedures and general data security legislation & regulations; always acting within these.
- Provides advice and handles most enquiries relating to basic information security referring to more senior staff for assistance.
- Operates and administers logical access controls relating to one or more platforms, within defined boundaries, in order to provide continuous and secure access to information services.
- Investigates violation reports and logs for potential security breaches; escalating to the Information Security Manager and DT management as required.
- For all services and systems within area of responsibility, maintains auditable records and user documentation.

TEAM LEADERSHIP

- Identifies and manages resources needed for the planning, development and delivery of specified information and communications systems services, projects and products.

PERSONAL DEVELOPMENT

Develops and maintains knowledge and awareness of specialist technical areas by:

- Reading relevant literature and attending training.
- Meeting and maintaining contact with others involved in the technical specialism and through taking an active part in appropriate professional bodies.
- Maintains an awareness of current developments in broad technical areas and takes significant responsibility for own personal development.

COMMUNICATION & PERSONAL NETWORKS

- Contributes to user groups, or specialist subject groups on topics involving the technical specialism presenting technically complex concepts in a clear, jargon free, accessible manner.
- Communicates well, both orally and in writing, arranging and facilitating meetings and presents issues and solutions both orally and in writing.
- Promotes the service within the University and creates strong personal relationships with the full range of stakeholders.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and Dimensions of the Role

The post holder will work flexibly, independently of location, in order to deliver on objectives.

Key Working Relationships/Networks

Internal	External
• Digital Technologies Senior Management • Digital Technologies teams • College staff (research, academic and administrative) • Professional service staff • Student Union • Students	• Key Suppliers and Commercial Partners • Other institutions • Sector bodies (UCISA/JISC) • Relevant professional bodies • Represents the University at appropriate forums and makes a positive contribution to relevant sector/industry groups.



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UNIVERSITY OF LINCOLN PERSON SPECIFICATION

JOB TITLE	Digital Client Devices Analyst	JOB NUMBER	DS060
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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Educated to degree level or equivalent experience	E	A,I
Industry qualifications	D	A,I
Membership of relevant professional bodies	D	A,I
Experience:		
Proven record of delivering results within a given timescale	E	A,I
Microsoft client and server tools and technologies	D	A,I
Experience of working within projects	D	A,I
Experience of providing sound design solutions to complex issues	D	A,I
Experience of working in a challenging multi-site environment	D	A,I
Experience of managing small multi-disciplined teams	D	A,I
Knowledge of the HE sector	D	A,I
Skills and Knowledge:		
A working understanding of the key services and technologies is essential for the role in the provision of underpinning Infrastructures. - Windows operating system and devices - Microsoft Azure & Intune - Active Directory & Group Policy - Application packaging & deployment - Apple operating system and devices	E	A,I
Excellent written and verbal communication skills	E	A,I,P
Broad understanding of IT disciplines	D	A,I
Excellent problem analysis and solving skills	D	I
Understanding emerging technology trends	D	I
Project Management skills	D	A,I
Supplier Relationship Skills	D	A,I
Knowledge of service delivery frameworks and methodologies	D	A,I
Competencies and Personal Attributes:		
Credibility and integrity	E	I,R

Positive and open in communication both verbal and written	E	I,R
Initiative and confidence	E	I,R
Analytical in approach to acquiring knowledge and information	E	I,R
Collaborative, able to build working networks	E	I,R
Commitment to service quality whilst adhering to internal procedures	E	I,R

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	Ashley Vickers	PBP	LW
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