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Senior End User Computing Engineer(Ref: 1567)

Ministry of Justice

Apply before 11:55 pm on Thursday 16th January 2025

Ministry of
JUSTICE

Reference number

384837

Salary

£41,463 - £52,040

The national salary range is £41,463 - £45,276, London salary range is £47,657 - £52,040. Your salary will be dependent on your base location

A Civil Service Pension with an employer contribution of 28.97%

Job grade

Senior Executive Officer
SEO

Contract type

Permanent

Type of role

Digital
Information Technology

Working pattern

Flexible working, Full-time, Job share, Part-time

Number of jobs available

2

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Location

East Midlands (England), East of England, London (region), North East England, North West England, Scotland, South East England, South West England, Wales, West Midlands (England), Yorkshire and the Humber

About the job

Job summary

This position is based nationally

Job description

Senior End user Computing Engineer

Location: National*

Closing Date: Thursday 16th January

Interviews: w/c 27th January

Grade: SEO

(MoJ candidates who are on a specialist grade, will be able to retain this grade on lateral transfer)

Salary: London: £47,657- £52,050. National: £41,463- £45,276.

Working pattern: Full-time, Part-time, Flexible working.

Contract Type: Permanent

***We offer a hybrid working model, allowing for a balance between remote work and time spent in your local office. Office locations can be found [ON THIS MAP](#)**

The Role

We're recruiting for **Senior End User Computing Engineer** here at [Justice Digital](#), to be part of our warm and collaborative End User Compute Services (EUCS) team within Technology Services team.

The EUCS Team design, deliver and support the core infrastructure and systems that enable End User Compute Services and line of business

applications for over 100,000 Ministry of Justice users across over 800 locations.

This role aligns against [Senior End user Computing Engineer](#) from the Government Digital and Data Framework.

To help picture your life at [MoJ Justice Digital](#) please take a look at our [blog](#) and our [Digital and Technology strategy 2025](#)

Key Responsibilities:

As an Infrastructure Engineer, you will play a crucial role in ensuring a seamless and productive digital experience for employees within our organisation. You will be responsible for managing the current DeX solution (NexThink). Experience in a similar DeX management toolset, (such as Lakeside Systrack, 1E Catch Point, Aternity, ControlUp DEX, Ivanti Neurons, Riverbed Alluvio) are also welcome.

The role will entail monitoring, optimising and enhancing the end-user experience across various devices, applications, virtualisation, and networks. Your expertise will contribute to improving workforce productivity, reducing IT costs, and fostering employee sentiment. Part of the responsibility of this role would also include analysing and presenting data in an insightful form .

Continuously monitor employee experience across applications, devices, and networks. Proactively identify and address technology issues that impact end-users and collaborate with IT teams to ensure optimal performance and usability of digital tools, such as PowerShell, Intune and Group Policy

Use intelligent data collection and analysis to swiftly resolve common user experience problems by implementing automated solutions to address root causes of performance degradation.

Work closely with infrastructure, operation managers and Product leads to fix technical problems and identify and escalate repeat issues to the lead engineer, incident and problem management team.

Create user centric campaigns to engage with end-users to gather feedback, understand pain points, and address concerns, fostering a positive digital experience by actively listening to employee needs.

Collaborate effectively with other areas of EUCS and Justice Digital, peers, colleagues and managers to resolve issues, contributing to shared goals and the delivery of integrated solutions.

Communicate with end users to provide timely and accurate information and status updates.

Present recommendations for resolving issues and ticket requests and exercise independent judgement while developing the understanding of the process, policies, governance and risk controls.

Collecting and refining data to support the strategic goals of Justice Digital.

Provide technical and analytical expertise to ensure accurate analysis and reporting, identifying trends for strategic decision-making, and enhancing existing processes for ongoing improvement.

Gathering, managing and analysing data for various studies, developing reusable business intelligence reports, and effectively summarising data and findings for stakeholders.

If this feels like an exciting challenge, something you are enthusiastic about, and want to join our team please read on and apply!

Benefits

37 hours per week and flexible working options including working from home, working part-time, job sharing, or working compressed hours.

A £1k per person learning budget is in place to support all our people, with access to best in class conferences and seminars, accreditation with professional bodies, fully funded vocational programmes and e-learning platforms

Staff have 10% time to dedicate to develop & grow

Generous [civil service pension](#) based on defined benefit scheme, with employer contributions of 28.97% from April 1st 2024 ([Contribution Rates](#))

25 days leave (plus bank holidays) and 1 privilege day usually taken around the Kings birthday. 5 additional days of leave once you have reached 5 years of service.

Compassionate maternity, adoption, and shared parental leave policies, with up to 26 weeks leave at full pay, 13 weeks with partial pay, and 13 weeks further leave. And maternity support/paternity leave at full pay for 2 weeks, too!

Wellbeing support including access to the Calm app.

Bike loans up to £2500 and secure bike parking (subject to availability and location)

Season ticket loans, childcare vouchers and eye-care vouchers.

5 days volunteering paid leave.

Free membership to BCS, the Chartered Institute for IT.

Some offices may have a subsidised onsite Gym.

Person Specification

Essential

Proven experience in IT administration, user support, or similar roles. You have extensive knowledge of general IT issues, covering applications, troubleshooting, patching, user profiles, network connectivity, scripting, remediation and fault finding.

Skilled in identifying patterns, analyzing data trends, Experienced in recommending process improvements Proficient in report writing, data modeling, and using tools like Power BI.

Proficient in advising on best practices, ensuring data quality and interoperability. Skilled in applying and improving data analysis methods and data management practices across teams.

Strong collaboration and partnership skills, with experience working within technical leadership teams.

Proficient in identifying opportunities for innovation and process optimization, leveraging new tools and data to implement effective solutions.

Willingness to be assessed against [the requirements](#) for SC clearance.

The Civil Service is committed to attract, retain and invest in talent wherever it is found. To learn more please see the [Civil Service People Plan](#) and the [Civil Service D&I Strategy](#).

Person specification

Please refer to attached Job Description

Benefits

Alongside your salary of £41,463, Ministry of Justice contributes £12,011 towards you being a member of the Civil Service Defined Benefit Pension scheme. Find out what benefits a Civil Service Pension provides.

Access to learning and development

A working environment that supports a range of flexible working options to enhance your work life balance

A working culture which encourages inclusion and diversity

A Civil Service pension with an employer contribution of 28.97%

Annual Leave

Public Holidays

Season Ticket Advance

For more information about the recruitment process, benefits and allowances and answers to general queries, please click the below link which will direct you to our Candidate Information Page.

Link: <https://justicejobs.tal.net/vx/candidate/cms/About%20the%20MOJ>

Things you need to know

Selection process details

Candidates must submit a CV and Personal Statement which describes how you meet the requirements set out in the Person Specification above.

In Justice Digital, we recruit using a combination of the [Government Digital and Data Profession Capability](#) and [Success Profiles](#) Frameworks. We will assess your Experience and the following Behaviours during the assessment process:

Working Together

Communicating and Influencing

Seeing the Big Picture

A diverse panel will review your application against the Person Specification above.

Successful candidates who meet the required standard will then be invited to a 1-hour panel interview held via video conference.

Should you be unsuccessful in the role that you have applied for but demonstrate the capability for a role at a lower level, we reserve the right to discuss this opportunity with you and offer you the position without needing a further application.

A reserve list may be held for up to 12 months, from which further appointments may be made.

Terms & Conditions

Please review our [Terms & Conditions](#) which set out how we recruit and provide further information related to the role and salary arrangements.

If you have any questions, please feel free to contact recruitment@digital.justice.gov.uk

Feedback will only be provided if you attend an interview or assessment.

Security

Successful candidates must undergo a criminal record check.

Successful candidates must meet the security requirements before they can be appointed. The level of security needed is [security check \(opens in a new window\)](#).

[See our vetting charter \(opens in a new window\)](#).

People working with government assets must complete [baseline personnel security standard \(opens in new window\)](#) checks.

Nationality requirements

This job is broadly open to the following groups:

UK nationals

nationals of the Republic of Ireland

nationals of Commonwealth countries who have the right to work in the UK

nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities with settled or pre-settled status under the [European Union Settlement Scheme \(EUSS\) \(opens in a new window\)](#)

nationals of the EU, Switzerland, Norway, Iceland or Liechtenstein and family members of those nationalities who have made a valid application for settled or pre-settled status under the European Union Settlement Scheme (EUSS)

individuals with limited leave to remain or indefinite leave to remain who were eligible to apply for EUSS on or before 31 December 2020

Turkish nationals, and certain family members of Turkish nationals, who have accrued the right to work in the Civil Service

[Further information on nationality requirements \(opens in a new window\)](#)

Working for the Civil Service

The [Civil Service Code \(opens in a new window\)](#) sets out the standards of behaviour expected of civil servants.

We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's [recruitment principles \(opens in a new window\)](#).

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

Diversity and Inclusion

The Civil Service is committed to attract, retain and invest in talent wherever it is found. To learn more please see the [Civil Service People Plan \(opens in a new window\)](#) and the [Civil Service Diversity and Inclusion Strategy \(opens in a new window\)](#).

Apply and further information

The Civil Service welcomes applications from people who have recently left prison or have an unspent conviction. [Read more about prison leaver recruitment \(opens in new window\)](#).

Once this job has closed, the job advert will no longer be available. You may want to save a copy for your records.

Contact point for applicants

Job contact :

Name :	SSCL Recruitment Enquiries Team
Email :	Moj-recruitment-vetting-enquiries@gov.sscl.com
Telephone :	0845 241 5359

Recruitment team

Email :	Moj-recruitment-vetting-enquiries@gov.sscl.com
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Further information

Appointment to the Civil Service is governed by the Civil Service Commission's Recruitment Principles. If you feel a department has breached the requirement of the Recruitment Principles and would like to raise this, please contact SSCL (Moj-recruitment-vetting-enquiries@gov.sscl.com) in the first instance. If the role has been advertised externally (outside of the Civil Service) and you are not satisfied with the response, you may bring your complaint to the Commission. For further information on bringing a complaint to the Civil Service Commission please visit their web pages: <http://civilservicecommission.independent.gov.uk/civil-service-recruitment/complaints/>

<https://www.jobtrain.co.uk/justicedigital/Job/JobDetail?JobId=563>

