Role summary

The End User Computing Engineer is responsible for developing, implementing, and maintaining Foster + Partners end user hardware and related standards. The role covers the full lifecycle of end user devices, from planning and design through deployment, maintenance, and retirement, ensuring a secure, efficient, and consistent computing environment across the organisation. This role is dynamic and evolving to meet the needs of Foster + Partners. You'll start by gaining a deep understanding of Foster + Partners systems, services, and culture. Before long, you'll be the go-to person for End User support — helping users with confidence and working behind the scenes to contribute to the development of industry-leading technology alongside our wider team. This is a fantastic opportunity to help shape the digital future of Foster + Partners that values innovation, collaboration, and continuous improvement.

Role Definition

Job title: End User Computing Engineer
Reporting to: End User Computing Manager ultimately to the Head of IT Service Delivery

Responsibilities

- Provide escalation support for complex technical issues impacting end-user hardware and systems.
- Manage problem management processes, including root cause analysis, leveraging tools such as Nexthink.
- Execute technical debt refresh programs to ensure systems remain secure and supportable.
- Perform PC vulnerability remediation in collaboration with security teams.
- Integrate software management processes effectively into the EUC environment.
- Define and maintain hardware standards for laptops, desktops, peripherals, and mobile devices.
- Manage the full hardware lifecycle, including procurement, deployment, refresh, and secure disposal.
- Coordinate asset management processes and ensure accuracy across all end-user assets.
- Support the management of mobile devices, ensuring compliance and performance.
- Support a culture of continuous improvement and innovation in the end user computing service.
- Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.
- Thorough knowledge of and compliance with Foster + Partners procedures and standards.

Qualities and Skills required

- Legally able to work in the country in which the position is based.
- Able to demonstrate ability to undertake the above responsibilities.
- Able to manage sensitive and sometimes confidential information.
- Contribute, or otherwise assist, as required.
- 3+ years of experience in a similar role.

- Strong experience in end-user computing engineering, hardware lifecycle management, and device standards.
- Proficient in problem management and root cause analysis, ideally with Nexthink.
- Solid understanding of PC vulnerability remediation practices.
- Knowledge of mobile device management technologies and standards.
- Familiarity with IT asset management processes and tools.
- Experience with enterprise hardware refresh and technical debt reduction programs.
- Strong analytical, troubleshooting, and communication skills.
- Good interpersonal skills and able to work independently and as part of an effective team.
- Resilient to cope with changing and conflicting demands, able to prioritise duties and work effectively under pressure, whilst always remaining calm and professional.

Desirable
- Relevant certifications (e.g., ITIL Foundation, CompTIA A+, Microsoft Modern Desktop Administrator).
- Good knowledge and understanding of ITIL.
- Understanding of IT technologies in End User Services, Digital Workplace, and Infrastructure.
- Experience working in agile environments.

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.