

Job Description

Role Information

Job Title	End User Computing (EUC) Lead
Directorate (and Team)	Digital (Technology Services)
Location (supported by Hybrid Working)	Birmingham
Full Time or Part Time	Full time

Company Overview

Ardent is the UK's leading provider of land, consent management and stakeholder engagement services to support major infrastructure and regeneration projects from concept to delivery.

We are Project Managers, Chartered Surveyors, Engagement specialists and Land Referencers, based in London, Birmingham, Warrington, Leeds, Glasgow and Dublin and supporting projects throughout the UK and Ireland.

Established in 1992, we are a high-growth business with a client portfolio that includes some of the biggest players across our four core sectors of transport, renewables, utilities and regeneration.

We are passionate about delivering life-improving change for communities and future generations and we are proud to play a key role in facilitating and delivering the UK and Ireland's net zero and growth agendas, improving connectivity, enabling the repurposing of high streets and town centres and delivering new homes.

We are problem-solvers that are outcome focused working collaboratively with our clients to provide strategic advice and services that identify and mitigate risks, deliver efficiencies, delivering buildable consents and then implementing those consents to positively change people's lives and the world that we live in.

Role Purpose

Our Ardent purpose is - Delivering life improving change for communities and future generations.

Ardent Management Limited delivers day-to-day IT support through a Managed Service Provider (MSP) operating a 1st line service desk, with 3rd line specialist support available on a professional services basis. Under this operating model, end-user device provisioning is deliberately retained in-house rather than outsourced — giving Ardent direct control over device quality, build standards, and the new-starter experience.

This role is the internal owner of that provisioning function. The EUC Specialist manages the full lifecycle of end-user devices up to the point they enter service, at which point responsibility transfers to the MSP service desk through a documented handover process. The role works daily alongside the MSP and Ardent's 3rd Line Infrastructure Specialist, with all activity tracked through Ardent's ITSM platform.

Purpose of the Role

- Own end-user device provisioning end-to-end: procurement support, build, imaging, configuration, asset registration, and physical deployment for all laptops, desktops, tablets, and mobile devices
- Deliver the device element of the joiners, movers, and leavers (JML) process, coordinating with the MSP (who handle the account and access elements) so every joiner and leaver is managed through a single tracked ITSM ticket
- Operate and continually improve the documented provisioning-to-support handover point with the MSP, ensuring unambiguous ownership of every device's lifecycle stage
- Ensure every device enters service correctly enrolled in Ardent's management and security stack (RMM, endpoint protection, patch management, MFA) before handover to the MSP

Values Alignment & Shared Commitment

The End User Computing (EUC) Lead is an ambassador of the Ardent values, promoting a culture of integrity, collaboration and excellence, inspiring a commitment to inclusivity, change and innovation.

Ardent Values

- Thirst for knowledge - We embrace every opportunity to learn, grow and continuously improve
- Own it - We do what we say we will do. We own our individual actions, are accountable for them, and take pride in adding value
- Be the difference - Focus energy to make things happen. Go beyond process. Stand up, Stand out
- Enjoy the journey - Have fun, be engaged and be proud to be Ardent
- Adapt - We drive change and innovation to deliver growth and new opportunities in an ever-changing world

Key Accountabilities, Responsibilities & Outcomes

Accountabilities and / or Responsibilities including Outcomes
Device Provisioning and Deployment
Build, image, and configure new end-user devices to Ardent's standard build (Windows Autopilot / Intune deployment profiles, or equivalent imaging process), including application installation, security baseline, and user personalisation
Physically deploy devices to users across Ardent sites, including desk setup, peripheral configuration, and first-login support
Maintain and improve the standard build: golden image / Autopilot profile management, driver and firmware baselines, and application packaging for the standard software set

Verify every device is correctly enrolled in the RMM agent, endpoint protection, patch management, and MFA before handover to in-service support — a device is not 'provisioned' until it is fully managed and secured
Complete asset registration in the ITSM platform for every device deployed: asset tag, serial, assigned user, site, and build version
Joiners, Movers, and Leavers — Device Element
Prepare and deploy devices for new starters to agreed lead times, coordinating with HR and the MSP so the account provisioning (MSP) and device provisioning (this role) converge on the starter's first day
Handle the device element of movers: reallocation, re-imaging, and site transfers
Recover, securely wipe (to agreed data-destruction standards), and re-provision or dispose of leavers' devices; update the asset register accordingly
Work within the single-ticket JML workflow in the ITSM platform, ensuring the device tasks on each JML ticket are completed and evidenced on time
Handover Point and MSP Coordination
Operate the documented handover point between internal provisioning and MSP in-service support, agreed during MSP mobilisation; maintain and version the handover procedure as an SOP
Receive escalations from the MSP where an in-service fault is traced to a provisioning defect (build error, missed enrolment, faulty hardware at deployment) and resolve at root cause
Escalate in-service device faults discovered during provisioning-adjacent work to the MSP service desk rather than resolving informally — all support activity must be ticketed
Attend the relevant portions of the monthly/quarterly MSP service reviews to represent the provisioning function and review handover-related metrics
Hardware Lifecycle and Stock Management

Maintain buffer stock of standard devices and peripherals to agreed levels; forecast demand from HR pipeline and refresh schedules
Support hardware procurement: raising requests, obtaining quotes through approved suppliers, receiving and asset-tagging deliveries (procurement decisions and budgets remain with [IT Manager / Finance])
Manage warranty claims, RMAs, and repairs with hardware vendors
Run the device refresh programme: identify devices approaching end-of-life, schedule replacements, and manage secure disposal/WEEE-compliant recycling with certified partners
Documentation and Standards
Create and maintain SOPs for all provisioning activities (build process, JML device tasks, handover, disposal) in Ardent's documentation platform, aligned to the SOP governance framework agreed with the MSP
Keep build documentation, application packaging notes, and deployment profiles current and version-controlled
Contribute provisioning-related knowledge articles to the shared knowledge base used by the MSP service desk

Key Working Relationships

MSP Service Desk	Daily — JML coordination, handover of in-service devices, escalations in both directions, all via the ITSM platform
3rd Line Infrastructure Lead (internal)	Daily/weekly — build standards, enrolment into the management/security stack, tooling issues affecting provisioning
PNC	Weekly — joiner/mover/leaver pipeline and lead times

Finance / Procurement	As needed — hardware purchasing, asset and disposal records
End Users	Daily — deployments, desk setups, first-login support

Key Competencies, Skills & Experience

Competency, Skills & Experience	Essential or Desierable
2+ years in an end user computing, desktop support, or IT technician role	Essential
Hands-on experience building and deploying Windows 10/11 devices at volume	Essential
Experience with Microsoft Intune / Autopilot (or equivalent modern deployment tooling)	Essential
Working knowledge of Microsoft 365 and Entra ID from a device/user perspective	Essential
Experience working to a ticketed workflow in an ITSM platform (HaloITSM)	Essential
Strong hardware troubleshooting and repair skills across laptops, desktops, mobiles, and peripherals	Essential
Excellent organisation: able to manage stock, schedules, and multiple concurrent deployments	Essential
Clear written documentation skills — this role owns provisioning SOPs	Essential
Full driving licence and willingness to travel between Ardent sites	Essential

Experience of working alongside (or within) an MSP in a co-delivery model	Essential
Mobile device management experience (iOS/Android via Intune or equivalent)	Essential
ITIL v4 Foundation certification	Desirable
Experience with application packaging (Intune Win32, MSIX, or similar)	Desirable
Experience of asset disposal / data destruction standards (e.g. Blancco, certified WEEE partners)	Desirable

Success Measures (First 12 Months)

Measure	Target / Indicator
New starter device readiness	≥ 98% of joiners have a fully provisioned, enrolled device on day one
Provisioning-to-support handover quality	≤ [2]% of newly deployed devices generate an MSP ticket attributable to a provisioning defect within 14 days of handover
Enrolment compliance at handover	100% of deployed devices enrolled in RMM, endpoint protection, patching, and MFA before entering service
Asset register accuracy	≥ 98% accuracy for end-user devices at quarterly audit

Leaver device recovery	100% of leaver devices recovered and wiped within [5] business days of leave date
SOP coverage	All provisioning activities documented as approved SOPs within [3] months of the MSP contract go-live

What we offer

We are a purpose, and values led business with a strong focus on personal growth and opportunities to contribute to impactful infrastructure and regeneration projects across the UK and Ireland, living our purpose in delivering life improving change for communities and future generations.

We promote a supportive and collaborative culture, where our people are empowered through coaching, hybrid working, and a healthy work-life balance. Our commitment to professional development is clear, from supporting early-career professionals to enabling progression through professional qualifications and continuous learning, living our Thirst for Knowledge value. We provide purposeful work, which includes our contributions to the UK's net zero agenda and community regeneration, and seek people who value the opportunity to solve complex challenges in a culture that thrives on innovation.

We're a fast-growing business with a culture centred on learning, innovation, and opportunity. Through our company-wide coaching programme, we empower our people with faster, personalised career development, a deeper connection to our culture and values, and greater ownership of their progression.

We're looking for curious, ambitious individuals who thrive in a dynamic, purpose-driven environment, where learning, openness, trust, and collaboration are at the heart of everything we do. We also know the importance of enjoying the journey, which is why we value social connection and having fun along the way.

We offer a comprehensive benefits package designed to support the health and wellbeing, engagement, and work-life balance of our team. From day one, our people have access to hybrid working, 25 days of annual leave (with options to buy or carry over), enhanced maternity and paternity pay, and a company pension scheme.

We provide Benenden Health Care, offering mental health support, 24/7 GP services, physiotherapy, optical and dental cover, and personal accident protection (depending on level). Additional benefits include the Cycle to Work scheme, electric car leasing, recognition awards, long service leave, and a discretionary annual bonus scheme, all designed to ensure our people feel valued and supported.

We're proud to be an equal opportunities employer, and we're passionate about creating a workplace where you're empowered to bring your authentic self to work every day.

We are committed to building a diverse, inclusive team where everyone belongs. We welcome talent from all backgrounds and actively encourage applications from underrepresented groups.

If you're ready to grow with a business that's scaling rapidly and making a real impact, you're in the right place!.

To apply or learn more about this opportunity, please submit your CV to **recruitment@ardent-management.com**