

JOB DESCRIPTION

Vacancy Ref	51776
Job Title:	Endpoint Management & Security Product Owner
Institute / Department:	Digital Service Delivery
Grade / Salary:	Grade 7 - £41,064 - £47,389 per annum
Hours / FTE:	Full Time (37 hours, 1.0 FTE)
Contract type:	Permanent
Location:	Swansea campus base, but should be able and prepared to work at home, and at other locations as necessary
Reporting to:	Head of Endpoint & Digital Support Systems

MAIN PURPOSE OF JOB

The Endpoint Management & Security Product Owner provides senior operational leadership and delegated service ownership across the University's Microsoft and Apple endpoint ecosystems, including Microsoft Intune, Microsoft Configuration Manager and Jamf, ensuring secure, reliable and high-quality digital services for staff and students across all campuses.

Reporting to the Head of Endpoint and Digital Support Systems, the post holder leads the combined Endpoint Management & Security team, including the specialist Windows and Apple engineering roles. The post holder acts as the senior cross-platform operational lead, bringing in-depth expertise in at least one endpoint ecosystem and sufficient knowledge of the other to provide effective leadership, assurance and prioritisation.

The role is responsible for translating agreed strategies and roadmaps into coordinated operational delivery, ensuring the secure operation, performance and continuous improvement of Microsoft and Apple endpoint services. The post holder leads incident and problem resolution, service development and cross-platform working in collaboration with internal teams, specialist staff and external partners.

MAIN DUTIES

Endpoint Management & Security

- Lead and coordinate the design, implementation, secure operation and continual improvement of the University's endpoint ecosystems, including Windows, macOS, iOS and iPadOS devices and associated peripherals.
- Provide delegated operational ownership of Microsoft Intune, Microsoft Configuration Manager and Jamf, drawing on the platform-specific technical expertise of the Endpoint Management & Security Engineers.
- Translate strategic roadmaps, standards and priorities agreed with the Head of Endpoint and Digital Support Systems into coordinated operational plans across Microsoft and Apple endpoint services.
- Oversee endpoint security controls across Microsoft and Apple platforms, including encryption, patching, anti-malware, configuration baselines and vulnerability mitigation.
- Ensure that Microsoft and Apple endpoints meet defined security baselines, compliance requirements and recognised best-practice frameworks.

- Collaborate closely with internal technical teams and third-party suppliers to identify, assess and mitigate vulnerabilities and emerging threat patterns affecting the University.
- Implement, monitor and continually improve consistent, secure and scalable cross-platform endpoint standards across the University estate.
- Act as a senior technical point of contact for the operational support and development of associated services within the Service Delivery Catalogue, including University-wide print management services and other relevant digital support platforms.
- Act as a key operational point of contact for endpoint-related cyber security matters across Microsoft and Apple platforms, maintaining awareness of emerging threats through relevant professional groups and forums.
- Provide cross-platform technical assurance, supporting specialist staff to evaluate options, resolve dependencies and make proportionate technical decisions within agreed architecture, security and governance frameworks.

People Leadership & Management

- Provide technical leadership, professional direction and line management to the specialist Windows and Apple Endpoint Management & Security Engineers and any other assigned team members.
- Build a high-performing, collaborative and customer-focused team culture that values specialist expertise and shared ownership of cross-platform outcomes.
- Assist with workforce planning, recruitment, induction, performance management and professional development for the team.
- Manage, mentor and develop team members, ensuring clear objectives, effective delegation and appropriate opportunities to build cross-platform capability.
- Promote equality, diversity, well-being and inclusive leadership practices.

Operational Management

- Ensure high-quality, resilient day-to-day operational management of the University's Microsoft and Apple endpoint ecosystems across all campuses.
- Act as the senior operational escalation point for complex, high-impact or cross-service incidents affecting endpoint platforms, coordinating resolution, assessing service risk and escalating material risks to the Head of Endpoint and Digital Support Systems.
- Monitor and analyse the performance, reliability, security and compliance of the endpoint estate, identifying cross-platform trends and driving corrective and preventative action.
- Champion knowledge, automation and self-service to improve user experience and operational efficiency, including the creation and maintenance of user guidance and technical documentation.
- Oversee the effective transition of new Microsoft and Apple technologies, operating system releases and projects into live operation, ensuring service readiness, documentation and support capability.

Collaboration, Communication and Stakeholder Engagement

- Work closely with academic departments and professional services teams to ensure that endpoint technologies and associated services effectively support learning, teaching, research and business activities.
- Communicate complex technical information clearly and professionally to a range of audiences, including non-technical stakeholders.
- Represent Endpoint Management & Security interests in operational discussions, working groups and service forums as required.

Operational Flexibility and Professional Practice

- Plan, organise and prioritise team workloads across Microsoft and Apple services to deliver support in line with agreed service levels, objectives and institutional priorities.
- Demonstrate flexibility in response to service demand, peak periods and service changes, in line with agreed principles.
- Adapt to changes in service delivery models, tools and priorities as the digital services function evolves.

Strategy & Planning

- Analyse service performance, operational data and documented resolutions to identify problem areas, coordinate improvement activity and prevent recurring issues.
- Contribute to the development of service levels, KPIs and continual service improvement plans with the Head of Endpoint and Digital Support Systems, and manage team delivery against agreed expectations.
- Develop and maintain operational procedures for identifying, documenting, assigning, escalating and resolving endpoint-related incidents and problems within agreed University policies and governance frameworks.
- Contribute operational insight and recommendations to the development and implementation of the University's digital strategy and relevant operational plans.
- Support the Head of Endpoint and Digital Support Systems in the design, implementation and continued development of endpoint services, coordinating operational delivery across desktops, laptops, tablets, mobile devices and peripherals.

GENERAL DUTIES

- Fulfil all relevant Health and Safety responsibilities
- Adhere to all relevant University policies and procedures
- Adapt to change and have an ability to acquire new and relevant skills and knowledge by taking appropriate responsibility for own personal and professional development
- Support and promote the University's sustainability commitment and carry out duties in an ethical and responsible manner
- Operate within the University's agreed Welsh Language Standards

NB This Job Description currently applies but duties may be allocated from time to time, which are appropriate to the grade and post, and which are not of a substantial ongoing nature to affect the grading of the post.

PERSON SPECIFICATION

The Person Specification focuses on the qualifications, experience, knowledge, skills and competencies required to undertake the role effectively. **You will need to evidence how you meet these requirements in your application, providing explicit examples.**

	Essential	Desirable
Qualifications	1. Educated to degree level or equivalent professional experience in endpoint management, security or digital services support environments.	2. Certification in ITIL or equivalent service management practice. 3. Relevant Microsoft, Apple or endpoint security certification.
Experience, Knowledge, Skills and Competencies	4. Significant experience supporting and developing enterprise endpoint services within a complex organisation, preferably across multiple sites. 5. In-depth technical knowledge and practical experience in at least one of the following: Microsoft endpoint management using Intune and Configuration Manager; or Apple endpoint management using Jamf. 6. Strong working knowledge of the other endpoint ecosystem, sufficient to lead specialists, assess service risk, assure technical work and make informed cross-platform operational decisions. 7. Previous experience providing operational leadership and line management within a technical team, including prioritising workloads, setting objectives and developing staff. 8. Strong knowledge of endpoint security controls and good practice, including encryption, patching, anti-malware, configuration baselines, compliance and vulnerability mitigation. 9. Experience acting as a senior escalation point for complex incidents and problems, coordinating technical resolution across teams and services. 10. Experience using service performance information to drive continual improvement, standardisation, automation and preventative action. 11. Excellent communication, collaboration and stakeholder-management skills, with the ability to explain complex technical matters clearly to technical and non-technical audiences. 12. Ability to plan and coordinate concurrent operational priorities while maintaining service quality, security and customer focus.	13. In-depth practical experience of both Microsoft and Apple enterprise endpoint management ecosystems. 14. Excellent working knowledge and previous experience using an Enterprise Service Management platform and ITIL-aligned processes. 15. Experience supporting associated digital platforms such as enterprise print management services. 16. Experience working within higher education or another complex, regulated and multi-site environment. 17. Ability to communicate through the medium of Welsh - oral and written.