



Job Description

General Information

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| Position Title: Manager Desktop Integration Services | Department: LITS | Date: Sept 1, 2018 |
| Reports to: Director, Technology Infrastructure | Location: Burke Library | FLSA Classification: Exempt (Salaried) |

Position Summary

Provides leadership for the development, maintenance and replacement of the desktop computing environment and associated infrastructure for college owned computer equipment. Supervises the Desktop Integration Services team and contracted hardware repair service. Provides technical services to support desktop computing.

Responsibilities (Essential Functions) Include % of time spend for each Essential Function

- Provides leadership for the development and support of institutional standards for the desktop computing technologies (hardware, software, cloud services) with a focus on usability, reliability, scalability, security, and interoperability. (30%)
 - Keeps abreast of new desktop computing technologies including evaluating, researching and testing, and consulting with vendors, peer institutions, and industry leaders.
 - Works collaboratively with all LITS teams, faculty, staff, and students to provide seamless implementation and integration of new technologies into Hamilton's desktop computing environment.
 - Works collaboratively with all LITS teams and member of the college community to publicize new products, develop installation procedures, assure appropriate support services are available and that there are regular opportunities to gather user needs and interests, and evaluate impact on Hamilton's technology environment.
 - Works collaboratively with LITS teams to develop software configurations for campus standard software.
 - Responsible for managing, diffusing and resolving complicated or non-standard service requests and client queries.
 - Streamline processes and ensure the adoption of technology solutions that align with organizational objectives in support of an evolving digital workplace.
 - Review performance metrics and establish/maintain a culture of continuous improvement and customer service excellence.
 - Manage projects for service area.
 - Works collaboratively with LITS information security personnel to evaluate, promote and implement security best practices in the desktop environment.
 - Maintains an electronic inventory of computer equipment.
 - Prepares and monitors the budget for the College Computer Replacement Program and for other related items supporting the academic programs and business operations.
 - Process purchase orders and returns.
- Performs responsibilities to manage personnel that are responsible for delivering support and repair services. (20%)
 - Drives and mentors desktop technologies and technologists to deliver reliable and high quality desktop systems for the campus focusing on adaptability, continuous improvement, and reliable services.
 - Recruit, train, and supervise the Desktop Integration Services team members and on site contractor.
 - Evaluate, prioritize, and realign tasks and productivity of personnel to achieve service commitments.

- Conduct performance evaluations and develop professional growth opportunities for team members.
- Develop and refine scheduling and execution of the yearly desktop deployment.
- Manages all aspects of advanced technology for desktop operations and support systems. (25%)
 - Research, recommend and implement next generation management and automation systems to aid in the purchase, deployment, securing and monitoring of all college desktop assets.
 - Lead/coordinate the development of a stable and secure image/OS deployment process for Windows and Mac OS.
 - Lead/Coordinate backend management systems such as SCCM, JAMF, Crash Plan, etc..
 - Seeks and partners with reliable vendors and suppliers for hardware and software purchases.
 - Performs needs assessment, product research, and cost analysis for new purchases and renewals.
 - Works with the Information Security Officer to implement security solutions for desktop assets that are functional and useable.
- Perform responsibilities of Desktop Systems Administrator Level 3 position (25%)
 - Administer the systems used for imaging, print management, desktop management, software licensing, software distribution, and desktop backup.
 - Provide hardware and software installation services for standard desktop computing technologies.
 - Administer enterprise services to support the standard desktop computing environment (1700+ desktop computers, 200+ network printers, scanners, mobile devices, and various peripherals)
 - Provide advanced technical support to end-users and LITS for desktop based hardware, software, and services.
 - Assist with the annual computer replacement project as needed (during March – September). This team project changes in scope and process annually and responsibilities will change accordingly.
 - Coordinate details and schedule installation with end-users
 - Image, deliver and setup new hardware, apply system customizations, transfer data, setup user accounts, and provide orientation of new hardware and software setup
 - Prepare old hardware for out-processing
 - Answer the Desktop Integration Services Team telephone line and e-mail account the equivalent of 1 day per week. Logs all phone calls and/or support requests in call tracking systems used by the team.
 - Administer services for various specialized software applications and third-party client/server or cloud based systems
 - Team “go to” person for advanced technical assistance
 - Act as project leader for large scale desktop integration team initiatives
 - Participate in cross-team departmental initiatives as a representative of Desktop Integration Services
 - Develop and implement enterprise level desktop technologies, tools, solutions, and integrations.
 - Use acquired knowledge of desktop and other technologies to make frequent recommendations for team, department, and campus initiatives
 - Work in collaboration with LITS teams, college offices, outside consultants, and vendors to evaluate and implement new technologies. Integral to this responsibility

Education and Previous Experience Requirements

Required

- **Education:**
 - Bachelor's degree in a relevant (Information Technology, Computer Science, Computer Engineering, etc) or a related field, or the equivalent of education and experience combined

- **Experience:**
 - Managing/maintaining large, complex desktop, classroom, lab and mobile environments in a fast-paced setting.
 - Substantial experience in a technology support environment.
 - Analyzing business needs and evaluating technological solutions to meet those needs.
 - Performing internal and end-user support on a variety of platforms, applications and processes
 - Administering/deploying technologies related to this role (SCCM, JAMF, Mac/Win Imaging techniques, print management, GPO, WSUS)
 - Provide expert level support to faculty and staff for office, labs and classrooms
 - Comfortable evaluating/using cloud services
 - Assessing/addressing security implications for all services.
 - Demonstrated commitment in working effectively with individuals of diverse backgrounds.

Preferred

- **Education:** Master's degree in related field or additional coursework in information technology. Possess or working toward relevant certifications: CompTIA (A+, Network+, Security+), HP, Apple.

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- **Experience**
 - Leading, supervising, and facilitating technical teams, with a focus on desktop and mobile technologies.
 - Design/Build, maintain, tune, administer, and support a multi-platform environment (Windows, Apple, Linux).
 - Experience in a mid-sized (> 1000 device) college environment.
 - Basic scripting/coding
 - Developing, leading and managing a wide variety of technical projects.
 - Communicating to a wide variety of constituents mainly from both an academic and administrative environment.



Job Description

Knowledge, Skills, and Abilities

Job-related qualifications representing the knowledge, skills, and attributes an individual needs to possess in order to perform the job in a satisfactory manner.

- Desire and ability to work independently and as part of a team
- Facilitation and team-building skills at all levels.
- Ability to communicate in a professional and courteous manner
- Ability to manage multiple priorities
- Strong project management skills
- Advanced problem solving and hardware/software troubleshooting skills.
- Positive customer service orientation and excellent interpersonal skills
- Advanced knowledge of current desktop operating systems, imaging technologies, enterprise desktop management technologies, and desktop security best practices
- Demonstrable analytical and problem solving skills, particularly as it relates to desktop systems and desktop management strategies.
- Ability to quickly learn complex systems.
- Ability to manage vendor relationships
- Prior managerial experience preferred but not required.

Physical Dimensions

Indicate how often the following physical demands are required to perform the Essential Job Responsibilities.

| Activity (Hours per Day) | Never | Occasionally | Frequently | Constantly |
|-----------------------------|--------------------------|-------------------------------------|-------------------------------------|--------------------------|
| | 0 hours | Up to 3 hours | 3-6 hours | 6-8+ hours |
| Sitting | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Walking | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Standing | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bending (neck) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bending (waist) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Squatting | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Climbing | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Kneeling | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Crawling | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Twisting (neck) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Twisting (waist) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



Job Description

| Hand Use | | | | | |
|---|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| Is repetitive use of hand required? | | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Check the frequency of activity required of the employee to perform the job | | | | | |
| Activity (Hours per day) | Never | Occasionally | Frequently | Constantly | |
| | 0 hours | Up to 3 hours | 3-6 hours | 6-8+ hours | |
| Simple grasping (right hand) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Simple grasping (left hand) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Power grasping (right hand) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Power grasping (left hand) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Fine manipulation (right hand) | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Fine manipulation (left hand) | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Pushing and pulling (right hand) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Pushing and pulling (left hand) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Reaching (above shoulder level) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Reaching (below shoulder level) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Lifting | | | | | |
| Please indicate the daily lifting requirements of the job | Never | Occasionally | Frequently | Constantly | |
| | 0 hours | Up to 3 hours | 3-6 hours | 6-8+ hours | |
| Lifting 0-10 lbs | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Lifting 11-25 lbs | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Lifting 26-50 lbs | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Lifting 51-75 lbs | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Lifting over 75 lbs | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

**Reviewed and Approved:
(Sign and Date)**

Department Manager/Supervisor: _____

Date: _____

Department Director/VP: _____

Date: _____

Human Resources: _____

Date: _____

Union Representative (If Applicable): _____

Date: _____