**Saint Michael’s College**

**Job Description**

**Job Title:**  Desktop Services Specialist

**Department:** Information Technology

**Supervisor or Manager**: Assistant Director of User Services

**Date Created:** 02/13/2007 **Last Revised:**  03/02/2023

***Our Mission:*** It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

**Major Objectives:**

* Oversight and implementation is provided for release and change management of desktop hardware and software
* Support, distribution, and recovery of SMC institutional fleet
* Customer-focused, timely, and accurate support is available to faculty, staff, students and other Saint Michael's College constituents
* Helpdesk tickets, service requests, inventory management systems, and solutions in the IT Helpdesk system are recorded in an accurate and timely manner
* Other work groups in IT are coordinated with to maintain desired levels of service and increase levels of customer satisfaction
* Sees the value of cultural, ethnic, gender, and other individual differences in people. Helps to create an environment of learning about, valuing, encouraging, and supporting differences

**Essential Duties and Responsibilities:**

* Develops and maintains documentation related to hardware and software installations
* Delivers software updates to the College desktop
* Creates automated installations for supported software
* Maintains Virtual desktop infrastructure
* Contributes information to IT best practices documentation (printing, email, etc.)
* Maintains College desktop images and related documentation
* Provides desktop/laptop support to students, faculty, and staff including hardware, Microsoft software, and other applications
* Performs daily support activities such as software installation, troubleshooting, and working with vendors to resolve issues and problems
* Schedules and executes deployment and asset recovery for institutional fleet, PC, MAC, iPads (collection and reallocation of equipment due to staff changes, etc.)
* Provides data backup/migration for fleet
* Provides technical support for equipment repairs and deployment
* Removes legacy equipment (including removal of all data)
* Maintains spare units for hot swaps, development testing
* Manages change controls impacting machine name changes and/or user permissions
* Coordinates off-site recycling of end of life equipment (outsourced to ReSource), Schedule and Audit ReSource recovery
* Evaluates and recommends new desktop solutions, new software solutions, and releases
* Assists in planning and projection of budget needs for desktop hardware and software

**Secondary Responsibilities:**

* Provides cross-training of IT department staff
* Helpdesk support and escalation as needed

**Positions Supervised:**

* None

**Major Contacts:**

* Campus community (faculty, staff, students, alumni)
* Vendors (Competitive Computing, Dell, others)

**Demonstrates Excellence:**

* Shows commitment to the Information Technology department’s mission of providing a robust technology environment for the students, faculty, and staff of Saint Michael’s College
* Understands the important role of the department as primary information technology provider on the SMC campus
* Demonstrates a sound understanding of academic and business processes/cycles that the department supports
* Displays an awareness of how the technologies deployed by the department affect those who use them
* Clearly understands the impact of change on customers and vendors/partners
* Creates stimulating, proactive communication plans
* Consistently completes projects on time and on budget
* Takes on new challenges willingly to enhance services provided by the department and for the betterment of the College
* Assumes responsibility for outcomes and takes appropriate action to ensure individual and team success
* Remains open to continuous evaluation and improvement at all times
* Understands importance of confidentiality at a personal and institutional level
* Demonstrates excellent organization and communication skills

**Education and Work Experience:**

* Bachelor’s degree in Computer Science or equivalent experience and training
* Experience working with a diverse range of clients
* A minimum of two years’ experience working in a Helpdesk or Service Center

**Analytic Skills:**

* The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response

**Language and Literacy Skills:**

* Reads and interprets documents such as operating instructions, procedure manuals, and College policies to guide own behavior. May need to spend substantial time on the telephone or in meetings to gather necessary information and plan projects. May need to respond to questions and solve problems for people using communications skills. Has the demonstrated ability to prepare or revise written reports or other documents
* Oral and written communication skills sufficient to assist customers, work with vendors and consultants and accomplish assignments involving documentation of best practices and operating procedures, as well as service maintenance and repair communications

**Computer/Technology Skills:**

* Has a complete understanding of Microsoft operating systems and the Microsoft Office Suite of applications
* Has an understanding of Mac operation systems and the apple suite of applications

**Licenses, Certifications and Other Requirements:**

* MCP desired, but not required
* A+ certification desired, but not required
* Techdirect desktop and laptop certifications from Dell

**Physical Demands:**

Work is often performed in a typical office environment requiring:

* Sitting in a normal seated position for extended periods of time
* Reaching by extending hand(s) or arm(s) in any direction
* Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
* Communication skills using the spoken word
* Vision sufficient to see within normal parameters
* Hearing sufficient to hear within normal range
* No or very limited physical effort
* No or very limited exposure to physical risk

While performing the duties of Desktop Services Specialist, occasionally the employee is required to lift and/or move 10-25 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

**Additional Requirements for the Job:**

* Availability to work some weekends and evenings at the start of a new semester, when incidents occur off hours, and as requested by management
* Occasional overnight travel required for conferences and training

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.