#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Enterprise Desktop Specialist

**Job Number:** C-055 | VIP: 1420

**Band:** OPSEU- 9

**Department:** Information Technology

**Supervisor Title:** Senior Manager, Client Support

**Last Reviewed:**  September 2, 2007

#### **Job Purpose:**

Plan, implement, maintain, and evolve server systems and client-side components related to the management, security and delivery of software and services to the University’s fleet of desktop and portable computers. Coordinate the development, maintenance and distribution of operating system software, application software, security and software updates and anti-virus utilities across the enterprise network and mitigate issues as identified. Develop and improve existing processes and create work plans to maintain, update and evolve net-work-based automation systems and other automated routines. Execute work plans to implement upgrades and other changes to server, desktop and portable computer systems and the associated desktop management services outside of operational hours and without supervision. Work closely with other IT workgroups to ensure systems are operating and integrated effectively. Develop and support the tools and utilities used by the Service Desk and other departmental IT support staff to improve delivery of service and address support requests. Review and address unresolved support requests escalated by Service Desk Analysts.

#### Key Activities:

##### Deployment Systems, Services & Tools 15%

* Develop, implement and operate network-based server systems and the associated desktop management services by installing and configuring server-class operating system software, installing and configuring server components related to desktop management, and developing processes used to centrally manage the distribution of operating system and application software, collect asset information related to desktop and portable computer systems and develop tools used by IT Service Desk to efficiently resolve technical issues and remotely support users.

##### Systems Management 10%

* Review, coordinate and monitor the distribution of security patches, software updates and antivirus software in an effort to maintain the security and availability of IT-managed server, desktop and portable computer systems.

##### Operating Systems Management 15%

* Develop and maintain a standard installation of the Microsoft Windows operating system by identifying and embedding required hardware device drivers, creating scripts and custom routines to modify and automate the installation process, identifying and addressing compatibility issues and incorporating updates and patches as they become available to produce a base operating system installation that is consistent across all University desktop and notebook computers, thereby reducing support and maintenance efforts, increasing security at the desktop and improving interoperability of software components and updates.

##### Application Deployment 15%

* Design and implement mechanisms for distributing business, academic and other supplemental application software by planning, developing, maintaining and operating server and network-based deployment and automation systems, identifying and addressing client-side dependencies and points of failure, creating custom scripts or routines and training IT Service Desk staff and other departmental support staff to ensure application software is available to student, staff, and faculty users as required by business or academic function and in accordance with license agreements.

##### Automation Systems & Tool Development 15%

* Design, maintain and automate the creation and distribution of unified software images (operating system and common application software combined in a single package) by interpreting documentation to configure and implement vendor supplied tools, programming scripts and other automated routines, developing and supporting deployment tools used by IT Service Desk staff and other department support staff and coordinating activities of Service Desk staff and Desktop Enterprise Specialists to complete large-scale deployments during overtime outside of business hours and without supervision to insure operating system and application software is deployed in a known and consistent fashion, maximize the availability of critical services to users of University desktop and notebook systems, to increase departmental efficiency with respect to problem resolution and to automate tasks performed by Service Desk and other departmental support staff.

##### Advanced Technical Service/Support 10%

* Actively manage and resolve escalated service problems and support requests that could not be resolved by Service Desk and departmental IT support staff by applying advanced analytical skills and expertise within existing policy, guidelines and best practice, developing and implementing new practice and procedure as required or consulting with vendors and service providers to identify effective solutions that maximize the availability, functionality and security of systems and services required by core business and academic functions.

##### Procurement 5%

* Participate in IT procurement activities as a technical advisor by drafting system requirements, assisting with preparation of RFP’s, tenders, and other documents, evaluating technical specifications of goods/services, preparing benchmarks, reports, purchase orders and other documentation and providing recommendations to ensure University funds are used to acquire goods or services suitable to the needs and requirements of users, departments, special projects or the organization.

##### Guidance & Mentoring 15%

* Provide guidance by reviewing active and resolved support requests, monitoring log files and other reporting systems, consulting with users, team members and other workgroups, making low-value purchases and preparing purchase orders for authorization by the Senior Manager, Client Support to ensure solutions are implemented in a proper, efficient and effective fashion in accordance with established support standards and license agreements and to identify solutions that are ineffective or require additional review, development and resources.

#### Education Required:

* Honours Bachelor’s Degree (4 year) in Computer Science.

#### Experience/Qualifications Required:

* Minimum 3 years direct Information Technology operations experience in a managed enterprise desktop environment, and 2+ years hands-on operational experience designing/implementing a comprehensive desktop management system or, a reasonable equivalent combination of education and experience.
* Ability to work independently within a dynamic team, organize time among multiple tasks and to work on complex problems where analysis requires in-depth evaluation of various factors: to determine methods and procedures on new assignments modify established guides, apply existing criteria in new manners, devise new approaches and draw conclusions from comparative situations.
* Ability to work from assigned objectives, relative priorities and critical areas that impinge on work of other units, to plan work around a schedule, and to self-direct their activities with minimal direct supervision.
* Specific Technical Competencies: advanced level technical skill and practical hands-on experience in implementing, maintaining, and problem resolution in the following areas:
  + Strong experience with Azure Active Directory and Microsoft/Office 365
  + Extensive hands-on experience of supporting Windows 10/11 and the M365 Office suite of programs
  + Expertise in using Intune Autopilot to pre-configure new devices as well as to re-purpose or recover other devices.
  + Good experience in Microsoft Cloud/Hybrid Cloud Management & Intune device onboarding and configuration
  + Experience with device co-management between Microsoft Intune and Microsoft MECM/SCCM
  + Experience with creating/managing Microsoft Azure AD Conditional Access and Compliance Policies along with Configuration Profiles for Windows 10/11, iOS and Android devices
  + Strong experience with packaging and deploying Intune Win32 applications
  + Experience administrating MECM/SCCM servers including headquarters, site servers and distribution points.
  + Experience with Operating System Deployment (OSD) and task sequences for both Windows 10 and 11 devices via MECM/SCCM.
  + Experience creating/deploying complex applications using MSI, EXE and scripting methods via MECM/SCCM.
  + Experience with WSUS and Patch management for both Windows and third-party via MECM/SCCM
  + Experience with creation and deployment of Configuration Item/Baselines via MECM/SCCM.
* Strong analytical ability in translating technology capabilities to meet stated service requirements.
* Strong attention to detail. Ability to focus on challenging problems and situations for periods spanning multiple days while sectionalizing and isolating complex problems within desktop and network operating systems.
* Proven track record of optimizing technological designs to meet business and economical requirements.
* Excellent organizational skills and an effective communicator both verbally and in writing, with the ability to frame technology issues in business terms and vice versa, and to effectively manage and confront conflicts and issues.
* Highly adaptive and flexible to changing environments and priorities.
* Well-versed in the latest technology offering, capabilities, and trends.
* Capable of occasionally working outside of normal business hours, and other flexible scheduling to allow for extended shift coverage.
* Must have a valid Ontario Driver’s License, and a history of safe vehicle operation which is sufficient for registration as an operator of university owned vehicles with the University’s insurance carrier.

**Job Evaluation Factors:**

##### Responsibility for the Work of Others

Indirect Responsibility

Provides guidance to Help Desk staff

##### Communication

The successful integration of network-based systems and services require frequent consultation with diverse contacts both internal/external to the organization, synthesis and presentation of complex information, explanation of multi-faceted problems and providing recommendations. A position must sometimes be argued to obtain cooperation or consensus and judgment must be exercised when communicating with diverse contacts that may differ with respect to project requirements and objectives, technical ability, etc. For example, must communicate at a highly technical level when consulting with Network Systems Specialists or Network Analysts but at a more procedural level when providing guidance to Help Desk staff or Systems Support Technicians.

Internal:

* Desktop Enterprise Specialists
* Service Desk staff
* Network Systems Specialists
* Network Analysts
* IT Management
* Programmer/Analysts
* Faculty
* Students
* Staff

External:

* Suppliers
* Vendors

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##### Motor/ Sensory Skills

Interaction with server and network hardware required. These devices are genrally larger and heavier than PC hardware and require increased coordination regarding installation and configuration. In addition, greater precision is required when working with these devices to ensure proper installation and configuration and to prevent disruption to other such devices when working in production environments (e.g. machine rooms, network closets, etc.)

* Fine Motor Skills - keyboarding, complex configuration of software and systems via mouse and keyboard, use of fine tools to install computer components and accessories, connection of cables in tight spaces, configuration of small computer devices
* Gross Motor Skills - Moving computer and server systems and other network equipment; using carts and other equipment to move large quantities of computer and network hardware; installing equipment in racks
* Coordination - Lifting and moving of computer systems, server systems and network equipment; installing equipment in racks
* Equilibrium - Lifting and moving of computer systems, server systems and network equipment; installing equipment in racks; working on step-ladders to access equipment mounted in racks
* Dexterity - Operate tools to assemble/disassemble computer systems, server systems and other network equipment
* Seeing - To confirm correct orientation and position when installing computer components and cables; to identify incorrect orientation and position when troubleshooting hardware issues; to identify damaged components when troubleshooting hardware issues
* Hearing - To diagnose and isolate issues with cooling fans, power supplies and other electrical components
* Smell - To identify smoke or odors related to overheating, malfunctioning or failed components

##### Effort

Moderate to considerable effort can be required to thoroughly analyze problems, detect errors, define problems, perform testing, prepare work plans and propose solutions. Effort would generally take the form of sustained focus/concentration involving the intellect (e.g. repetitive iteration through test procedures and analysis of resulting data to detect errors); long periods of sitting, keyboarding and monitoring computer systems/displays. There is little control over distractions in the form of issues raised by first level support staff, errors detected by automated systems, hardware/system failures, etc.

Mental:

* Sustained attention/concentration/focus - To write and troubleshoot complex scrips; install, configure, operate and troubleshoot computer, server and other network systems; review documentation and prepare detailed work plans; frequent interruptions from co-workers, telephone, e-mail, support tickets and systems problems are under little control and increase effort required; when troubleshooting critical systems issues either during the day or overtime outside of operational hours and without supervision; deploying software and other updates to production systems; the need for resolution or completion is under little or no control and impact of actions is significant, increasing effort required.

Physical:

* Keyboarding/sitting - Sitting at a desk for hours at a time keyboarding; installing, configuring, operating and troubleshooting computer, server and other network systems; writing scripts and other automated routines; reviewing documentation and creating notes and details work plans. There is some control in the ability to multitask and shift priorities between active projects, requiring moderate effort.
* Lifting/moving/carrying/pushing/pulling/bending - To lift, carry and move computer, server and other network equipment, either individually, on carts/dollies and up/down stairs. Equipment can be large and heavy, requiring moderate to significant effort to lift.

##### Working Conditions

E.g. Applying update to server – process must be monitored until completion and tested afterwards to identify any undesired impact, when identifying errors repetitive testing is often required to isolate contributing factors, etc. In addition, the broader scope of my duties increases the frequency of competing/conflicting priorities. These changes introduce additional stress, strain and fatigue.

Physical:

* Occasional work in cramped spaces

Psychological:

* Respond to frustrated or upset users regarding technical issues that could not be resolved by Help Desk. Complaints must be attended to properly. The incumbent has no control over occurrence.
* Time pressures, deadlines – some control
* Interruptions
* Open-concept workspace – limited privacy, distractions
* Multiple competing demands, conflicting work priorities
* Large volume of work (periodically)