

Desktop Services Manager

Information Technology Services Department

Summary:

The Desktop Services Manager is responsible for leading a team of technicians to provide escalated support in the Washington DC office and manage the end-to-end lifecycle of the Firm's workforce devices and endpoints. This includes the planning, deployment, and ongoing maintenance / support of the Firm's appliances (e.g., laptops, desktops / workstations, desktop peripherals, mobile devices, printers / copiers).

This role actively partners with cross-functional technical and non-technical stakeholders to align workforce appliances with identified Firm needs, providing a reliable and efficient technology experience for our lawyers, staff, practice groups, and clients.

The combination of technical acumen with a relentless customer focus, communication skills, and a desire to help prevent / resolve issues enables the Desktop Services Manager to deliver a gold-standard technology experience.

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Qualifications:

Education & Credentials

- College degree is strongly preferred, ideally in Computer Science, Information Systems, or a related technical discipline.
- Appropriate technical certification(s) are preferred.

Duties and Responsibilities:

- Plans, prioritizes, and manages asset delivery, support and maintenance, and disposition activities to ensure that the Firm's devices operate reliably and effectively.
- Oversees a team of technicians who provide L2 support for end-user workstations and office devices in the DC office.
- Partners with IT Asset Manager to track inventory and lifecycle management of workforce devices and endpoints, including strategic planning and procurement through asset retirement and disposal for all Firm offices.
- Coordinate with office and firm stakeholders to support office moves, setup/teardown, new hire, leaver, and other operational support activities.
- Liaises with IT and cross-functional stakeholders to proactively identify opportunities for enhancement to the workforce devices and end-user kits.
- Proactively partners with IT Help Desk Manager, IT Regional Management, IT Service Governance Manager, and leadership to understand ticketing trends and address systemic issues, leverage best practices.
- Supports the evaluation of laptop/desktop hardware, mobile devices, and peripherals, per design by the End User Computing team.
- Actively maintains the asset repository for applicable devices to proactively monitor financial obligations, end-of-life scheduling, and other Firm obligations.
- Develops and manages the desktop services budget.

Qualifications (Continued):

Knowledge & Experience

- 7+ years of relevant experience, including 4+ years of team management and service operations management, ideally in a large Law Firm setting, a comparable professional services organization, or a legal information services provider.
- Demonstrated experience in user centric services leveraging ticketing system, ITIL, and ITSM best practices setting a high bar for customer service.
- Demonstrated experience building operational workflows in collaboration with departmental and organizational stakeholders.
- Demonstrated experience with Windows based laptop/desktop system, mobile devices, and peripherals.
- Direct experience supporting Microsoft SCCM and PXE deployment methodology.
- Demonstrated experience with Microsoft operating system architectures and platforms, Windows 11 preferred.
- Demonstrated experience managing, developing, and motivating a team of desktop support technicians.
- Demonstrated experience in supporting desktop / device management solutions (e.g., Intune, SCCM, AVD).
- Demonstrated experience in managing workforce devices (e.g., Printer, Copiers, Scanners).

Duties and Responsibilities (Continued):

- Actively manages all 3rd party vendor and support services associated with the procurement, deployment, and maintenance of Firm devices and appliances.
- Partners with End User Computing (EUC) team to implemented design and firm standards developed by the EUC team.
- Partners with Cybersecurity team to implement and execute agreed policies.
- Oversees and maintains necessary documentation for standardized delivery of services through knowledge articles, necessary documentation, and best practices.
- Leads, directs, evaluates, and develops a team of desktop services professionals and support staff to ensure high customer service.
- Maintains loaner inventory for laptops, mobile devices and necessary wireless communication devices to support for firm travel.
- Maintains the Firm desktop equipment assignment inventory for provisioning.
- Uphold high standards of confidentiality, discretion, and integrity, particularly with respect to all sensitive and/or confidential firm and client information to which this position will have access.

Status: Exempt

Reports To: Director of IT Service Management

Workplace Type: Onsite

Salary range is \$153,000 - \$216,000.

Qualifications (Continued):

- Experience with mobile email encryption services and applications.
- Working knowledge and understanding of wireless network architectures and designs, including knowledge of firewall operations and access controls, server virtualization technologies, and information security best-practices.

Skills & Expectations

- Strong service orientation, and an understanding of the importance of developing effective working relationships with users and organizational stakeholders of all levels.
- Demonstrated ability to manage a team of information technology specialists in the execution of both project and operational workloads.
- Excellent communication and interpersonal skills, with ability to present complex data clearly and concisely.
- Strong analytical and problem-solving abilities to drive initiatives.
- Ability to work well under pressure.

Work Conditions

- Based in Washington, D.C.
- Core hours of 9:00 am – 5:30pm, Monday – Friday; in-office, with on-call, and availability outside of core hours.
- As with all positions, it will be required to perform other duties as deemed necessary and assigned by the Director of IT Service Management and/or Firm Management.

Qualifications (Continued):

Position requires access to equipment, software, or technology that is subject to U.S. export controls. To be granted access pursuant to US Export Control laws, candidate must be either (a) a United States citizen or national; (b) a person lawfully admitted for permanent residence of the United States (i.e., “Green Card” holder); or (c) an INS-approved refugee or asylum holder who has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is still actively pursuing naturalization if 2 years have passed since the date of application to be granted access pursuant to US Export Control laws. Candidates will be required to submit appropriate documentation to determine whether access can be granted before proceeding further through the application process.

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