

Desktop Technician Manager

ITS Department

Summary: Manage the operation and maintenance of the Firm's desktop (electronic data) systems and peripherals so that they function reliably, meet the Firm's business needs, and use the Firm's IT resources effectively. Plan, prioritize, and manage IT desktop support and maintenance activities to ensure that the Firm's desktop systems function reliably and effectively. Research, evaluate, and recommend desktop hardware and software products that will enhance the capabilities of the Firm's desktop information systems. Liaise with IT functional or operational managers to resolve all desktop information system issues and determine how the desktop information systems should be installed, configured, and maintained to best meet these needs. Lead, direct, evaluate, and develop a team of desktop system professionals and support staff to ensure that the Firm's desktop systems are supported effectively and within budget.

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Qualifications:

- Bachelor's degree preferred. Requires 8+ years of progressive experience managing desktop and end-user system architectures and supporting platforms for large professional services organizations.
- Experience with desktop system architectures and platforms for Windows and Apple Mac operating systems with direct experience supporting Microsoft SCCM deployment methodology preferred.
- Demonstrated experience with Microsoft operating system architectures and platforms with direct experience with Windows 10 operating system required.

Duties and Responsibilities:

- Manage desktop system inventory and lifecycle management up to and including asset retirement and disposal for all Firm offices.
- Administer desktop infrastructure management system - Microsoft System Center Configuration Manager (SCCM).
- Plan, develop, and maintain desktop system image standards.
- Manage desktop systems encryption solution policies and licenses.
- Oversee operations and maintenance of hardware, software, administration, troubleshooting, licenses, and documentation required to deliver services to desktop systems.
- Ensure desktop systems are functioning at required performance levels and availability.
- Coordinate with IT service managers to facilitate application and system updates and patch deployments to desktop systems.
- Maintain loaner inventory for mobile desktop and wireless communication devices for Firm travel.
- Maintain Firm desktop system policies, procedures and support documentation across all offices and platforms.
- Maintain Firm desktop equipment assignment matrix for end-user system provisioning.

Status: Exempt

Reports To: Director - ITS

Qualifications (continued):

- Demonstrated experience in supporting Citrix XenMobile and XEN Desktop and Cisco AnyConnect VPN and remote access solutions.
- 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.
- Experience with mobile email encryption services and applications preferred.
- Demonstrated experience managing, developing, and motivating a team of desktop support technicians..
- You must be fully vaccinated against COVID-19 by your hire date to be eligible for starting in the role. Proof of vaccination will be required. Covington will provide reasonable accommodation(s) based on medical or religious grounds for qualified candidates.
- 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.