

Manager Desktop Engineering Tufts University

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Posted Jan. 8, 2024, set to expire Dec. 31, 2024

Job Title	Manager Desktop Engineering
Department	
Institution	Tufts University Medford, Massachusetts
Date Posted	Jan. 8, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Job Website	https://jobs.tufts.edu/jobs/20001?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

Tufts Technology Services (TTS) is a university-wide service organization committed to delivering technology solutions in support of Tufts' mission of teaching, learning, research, innovation, and sustainability. With staff across all of Tufts' campuses, as well as a 24x7 IT Service Desk, we collaborate with schools and divisions to meet the demands of a global, mobile community. We promote a collaborative, flexible work environment, embrace diversity and inclusion, and encourage personal and professional development. Learn more about TTS on our [website](#).

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What You'll Do

The Manager Desktop Engineering is responsible for strategic vision for the design, implementation, and ongoing enhancement of end point management services and solutions for faculty, staff, and students. The manager will lead a technical team of Desktop Engineers, Technical Analysts, and Infrastructure Engineers focused on improving the end user computing experience at Tufts. They will be the technical service owner for: endpoint systems management, asset management, public computing in labs and shared computing environments, classroom podiums, remote assistance, endpoint backup, desktop OS patch and migration management, desktop software packaging and distribution management.

- Oversee the Desktop Engineering team inside of the larger IT Experience & Engagement directorate, including providing day to day leadership, coaching, and mentoring, and work closely with the management and staff of the Client Support Services (a/k/a Desktop Support) team also inside of the larger IT Experience & Engagement directorate
- Oversight of the Public machines ("TPC") at the University
- Establish software deployment processes and train other technology staff in their use. Audit the success of those processes.
- Employs Oversight of the development, implementation and deployment of faculty, staff, and public machine software images for the University
- Oversight of University-wide printing services
- Manages system administration of enterprise desktop asset management software tools
- Responsible for software package & distribution
- Responsible for endpoint patching, including operating system patch approval
- Employs exemplary project management skills including organization, time management, adaptability and flexibility to deliver exceptional services within the restraints of the academic calendar.

What We're Looking For

Basic Requirements:

- Skills and experience typically acquired through a Bachelor's Degree and five years of management experience
- Strong interpersonal skills

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- Strong knowledge of application and OS deployment tools (such as SCCM, Intune, and JAMF) and the ability to design, implement, and maintain these systems
- Strong knowledge of TCP/IP
- Experience with ticketing system, preferably Service Now
- Significant experience with project management

Preferred Qualifications:

- Certification in SCCM, Intune, and JAMF
- Project management (PMP) certification
- ITIL foundations certification

Pay Range

Minimum \$102,400.00, Midpoint \$128,050.00, Maximum \$153,700.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact