Endpoint Support Manager, IT Customer Service
University at Buffalo, The State University of New York

Job Title	Endpoint Support Manager, IT Customer Service
Department	IT Customer Service
Institution	University at Buffalo, The State University of New York Buffalo, New York
Date Posted	Jun. 4, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Job Website	https://www.ubjobs.buffalo.edu/postings/50481
Apply By Email	
Job Description	

Position Summary

The **IT Customer Service (ITCS)** Field Services unit is looking for an **Endpoint Support Manager** who will manage a dynamic and innovative technical team focused on advancing endpoint support to the next level through systems and process automation. Experience in endpoint device management with a focus on security practices is essential. You will be responsible for preparing and maintaining operating procedures and documentation for staff and clients with a focus on efficiency and security. This role is highly interactive and requires strong people skills and organizational skills.

In this role, you will be responsible for a variety of tasks aimed at maintaining efficient operations within the technical support staff. This includes coordinating daily coverage for support roles and responsibilities. The role also encompasses leading recruitment efforts for both full-time and student staff, creating and executing staff performance programs and appraisals to guide staff responsibilities

and aid in their professional development. You will oversee the staff onboarding and training program and manage the Student Technician program.

The **Endpoint Support Manager** is a key customer relationship manager prioritizing client support requests for maximum efficiency and serving as the primary contact for customer escalations. In addition, you will provide oversight of the asset and lifecycle management of supported endpoint devices and manage short-term and long-term projects designed to improve our support and services.

About UBIT:
It is a great time to join UB Information Technology (UBIT)! Our staff are highly skilled and motivated to succeed and have cutting-edge training and technical resources at their disposal. For more information about UBIT visit our **website**. All the duties & responsibilities listed above continue to occur in a 24×7 environment, therefore, working extended hours, holidays, or varied hours may be required.

Outstanding Benefits:
In addition to professional growth opportunities, UBIT staff have access to benefits that exceed salary alone. There are personal rewards including comprehensive health and retirement plan options. We also focus on creating and sustaining a healthy mix of work, personal, and academic to support your work-life effectiveness. Visit our benefits website to learn about our **benefit packages**.

About UB
The University at Buffalo is SUNY's most comprehensive public research university, and an outstanding place to work. Visit our website to learn more about the **University at Buffalo**.

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

Minimum Qualifications

- Bachelor's degree with 3 years of experience **or** master's degree with 1 year of experience in management of technical staff. Equivalent combination of education and experience will be considered.
- High-level knowledge of operating system installation and support procedures
- Experience in endpoint device management with a focus on security practices
- Strong oral and written interpersonal communication skills; ability to interact professionally and positively with a diverse constituency

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- Must demonstrate adaptability, problem-solving, and organizational skills
- Applicants must be authorized to work in the United States on a full-time basis. We are unable to sponsor or take over sponsorship of an employment visa at this time.

Preferred Qualifications

Strategic knowledge of:

- Endpoint customer support in an enterprise environment such as a large organization or educational institution
- Endpoint security and patching, troubleshooting endpoints in an enterprise environment
- Remote support and endpoint management and deployment techniques and tools such as SCCM , JAMF, Intune, Beyond Trust

Physical Demands

Must be able to lift and move desktop computers weighing up to 25 lbs. with or without accommodation of a dolly or cart.

Contact Information

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

Contact

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