

Senior Desktop Administrator

The Department of Information Technology at Marist College invites applications for a full-time Senior Desktop Administrator to be responsible for the technical oversight of the departmental activities and ensures the quality and reliability of services offered. The person in this position will work with customers and staff to develop and deploy solutions to solve customer needs and requests. The Senior Desktop Administrator will be a subject matter expert on Microsoft/Windows and Apple/Mac OS technologies.

Duties and responsibilities:

- Leads and audits the work of the setup, installation, maintenance and upgrades of computer hardware (including desktops, laptops, monitors, printers and other peripheral equipment) and software components including analysis of user needs and verifying inventory
- Works with management to ensure the accuracy, validity and integrity of the inventory and asset management data as it pertains to the Desktop Computing area at all points during the lifecycle of the device (order, receiving, stock, deployment, move, retirement, and swap)
- Develops and implements strategic initiatives for centralized management (includes patch management) and works closely with Server Administrators to develop "Zero-Administration" initiatives to centralize distribution of software to desktops
- Provides subject matter expertise in resolving incidents and problems and takes the lead in diagnosis and troubleshooting of PC technologies
- Leads in planning, designing and implementing client/server based solutions (e.g. print solutions) and takes lead role in developing and managing departmental and cross-functional IT projects (e.g. disaster recovery, business continuity planning, print management) for all Marist locations
- Responsible for the build, development, troubleshooting and testing of computer images for desktop and laptop computers
- Contributes to the project planning of hardware and software procurement process
- Develops and implements automation as applicable.
- Provides server administration functions for Active Directory, campus file shares, central Antivirus server, software license servers, PGP encryption, etc.
- Provides support for ResNet as required
- Performs PC hardware warranty repair as required
- Duties may include work outside normal working hours
- May be asked to perform any of the duties of a Desktop Administrator
- Performs other duties as assigned by supervisor

Qualifications:

Bachelor's Degree in Computer Science or related discipline preferred and/or

Microsoft Certified System Engineer certification or equivalent experience and knowledge and/or a minimum of five years experience in Windows and Mac desktop administration, deployment, and troubleshooting. Experience working in a diverse, heterogeneous computing environment required. Advanced knowledge of computer imaging, restoration, recovery, backup, software/hardware diagnostics, and expert troubleshooting skills required. Expertise maintaining and developing a Microsoft Active Directory infrastructure required. Experience working in a team environment required. Advanced understanding of networking/security concepts, policies, and technologies required. Excellent oral and written communication skills, presentation skills, and superior customer service skills required. Advanced experience with PC and Mac hardware troubleshooting and repair required. CompTIA A+ certification required. Supervisory experience a plus. Lenovo certification preferred. Apple Certified Macintosh Technician (ACMT) certification preferred.

The Campus:

Marist College is an independent and comprehensive liberal arts institution located in New York's historic Hudson River Valley. Situated on 240 acres overlooking the Hudson River, it enrolls 4,200 full-time and 530 part-time undergraduates, 950 graduate and 530 continuing education students. Marist has been recognized for excellence by U.S. News & World Report, TIME Magazine, The Princeton Review's The Best 376 Colleges, and Barron's Best Buys in College Education and is noted for being a pioneer in the area of online degree programs. In 2010, Marist received a \$75 million gift to establish the Raymond A. Rich Institute for Leadership Development in one the most architecturally significant homes in the Hudson River Valley, a 42,000-square-foot mansion. In recent years, the College has pursued major building initiatives, including construction of a 54,000 square foot, state-of-the-art Hancock Technology Center.

Marist is dedicated to helping students develop the intellect and character required for enlightened, ethical, and productive lives in the global community of the 21st Century. The College fulfills its mission by pursuing three ideals: excellence in education, the importance of community, and the principle of service.

Applications:

To learn more or to apply, please visit <http://jobs.marist.edu>. Only online applications are accepted.

Marist College is strongly committed to the principle of diversity and is especially interested in receiving applications from members of ethnic and racial minority groups, women, persons with disabilities, and persons from other under-represented groups.

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER