Senior Desktop Consultant

Emory Libraries seeks a customer service-oriented technology professional who will provide technology support and training for the staff of Emory Libraries. Reporting to the Head of Technology Support and Training, this position will be responsible for taking a proactive approach to providing technology support and training by utilizing IT Service Management best practices and tools. The Libraries place high value on both individual contributions and teamwork, thus requiring this individual to work well with limited supervision and collaborate with other team members as needed. Analyzes, designs, recommends, and implements micro-based Local Area Networks. Installs and configures Local Area Network servers and related hardware and software. Analyzes, designs, recommends and implements workstation connectivity. Consults with and assists with system enhancements and modifications. Provides technical support, documentation, project implementation management, and design modifications to meet business objectives. Troubleshoots desktop and connectivity problems.

JOB DESCRIPTION:

- Provide technology support and training for the staff of Emory Libraries including support of hardware, software, and peripherals for staff and in staff spaces including computers, printers, and audio/visual equipment
- Diagnose and resolve incidents and service requests within standard service level agreement requirements
- Design, test, deploy and support standard software packages utilizing software and device management tools
- Purchase and configure new hardware and software for staff
- Configure Active Directory accounts, Organizational Units, and groups
- Coordinate hardware repairs and upgrades with vendors
- Manage restore of corrupt or lost files/data
- Manage laptop encryption and device management tools
- Manage asset inventory including hardware warranties and refreshment cycles
- Work in collaboration with other IT team members to fulfill technology support requirements
- Maintain documentation related to day-to-day operations and tasks
- Develop training documentation enabling self-service support for staff
- Manage student employees
- Maintains up-to-date professional knowledge and skills in areas related to primary job assignment.

MINIMUM QUALIFICATIONS:

- Five years of information technology experience OR a bachelor's degree and three years of information technology experience.

PREFERRED QUALIFICATIONS:

- Experience providing technology or desktop support in a higher education setting
- Experience using JAMF, SCCM or other software and device management tools
- Experience with IT Service Management frameworks such as ITIL or ITSM
- Experience with service management tools such as ServiceNow.