

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: SUPERVISOR-ASSET AND DEPLOYMENT SERVICES TECHNOLOGY SERVICES

GENERAL STATEMENT OF JOB

Reporting to the Director of Enterprise Operations, this position ensures high levels of IT customer service and asset management and deployment services. Serving as part of Technology Services leadership team, this individual will take on the ownership and accountability for all operations and effectiveness over Asset and Deployment Services.

The role requires project management and leadership skills, a thorough understanding of managing assets and inventory workflows using desktop analytics, Active Directory, and Windows SCCM. The ideal candidate will have extensive IT support experience and a working knowledge of device configuration, account provisioning, applications support, and deployment at large scale within an educational environment. In addition, the candidate should have strong problem solving and communication skills with the drive and hands on leadership qualities needed to deliver on challenging project goals.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

History of direct decision-making in order to research, analyze, and implement enterprise-wide network solutions/capabilities/enhancements to support teaching and learning in an educational environment.

Strong understanding of Active Directory, particularly with implementing/troubleshooting Group Policy Objects (GPOs) and Group Policy Preferences (GPPs).

Ability to troubleshoot application installations and end user issues pertaining to usage of various desktop applications (Internet Explorer, Java, Office 2016, O365, Adobe products, and various antivirus suites).

Experience with integrating a comprehensive set of solutions across key departmental functions to support teaching and learning.

Hands-on experience with supporting large-scale IT initiatives within a public school educational environment.

Ability to adapt and solve challenges quickly and efficiently.

Ability to work independently and as part of a team.

Ability to effectively prioritize and execute tasks in a dynamic and high-pressure environment.

Able to effectively influence and develop strong relationships with key stakeholders.

Effective communication skills (oral and written), interpersonal, organizational, and presentation skills.

SUPERVISOR-ASSET AND DEPLOYMENT SERVICES

Effectively lead, guide, and manage a team of technical resources to deliver high quality of services to district stakeholders.

Application Deployment, SD and Patch management.

Application Packaging and Windows Application Migration.

Administer SCCM software delivery, including various methods such as running advertised programs, machine targeted, user targeted, Application Library, and Software Center Internal and UAT Testing Distribution and System Administration/Implementation of networks.

Perform software distribution and patch management to Windows PC's, laptops, and servers.

Provide functional and technical written evaluations of products and operating system upgrades and patches.

Create, monitor, and administer programs that include asset collections and custom reporting through SCCM.

Monitors for response-time of team services.

Implement, monitor, and review team and employee performance statics.

Creates and follows SOPs.

Provides leadership in the establishment of workflows, priorities, and support systems that enhance services in support of teaching and learning.

Identify and assess current and emerging opportunities that impact: IT procurement, hybrid and multi-cloud, cyber security, edge and IoT infrastructure and security, account provisioning implementations, and end-user computing configurations and deployments.

Report trends and provides feedback to IT operations, senior managers and other team members.

Develops and maintains in-depth knowledge of the inner workings of district's enterprise operational systems.

Develops and maintains processes for consistency and increased productivity.

Oversees the creation and sustainability of standard operational procedures, best practices and other relevant documentation based on best practices, real-time and historical data and reporting.

Effectively collaborate with cross-functional areas for resolution of tickets and issues.

Collaborates in the procurement of IT hardware and software.

SUPERVISOR-ASSET AND DEPLOYMENT SERVICES

Coordinates with department on disaster and contingency emergency management planning and preparedness.

Strong working knowledge of core technologies (including but not limited to): AD, O365, Azure, Exchange, WAN/LAN/Wi-Fi, VOIP, Core Networking, Cloud Services, MDM technologies, Powershell, Windows and Apple OS/iOS.

Understanding of partner ecosystems and the ability to leverage partner solutions to solve district IT needs.

Willingness to work flexible hours, non-business hours, or other scenarios required by the flow of operations.

Ability to support frequent standing, walking, lifting, working at heights, and lifting >50 lbs.

Maintains continuing education credits to keep licensure current and participates in professional development to remain current with emerging technologies and educational research.

ADDITIONAL JOB FUNCTIONS

Performs other related work as assigned.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree or equivalent work experience preferred with a minimum of 3 years or more of current experience working as a SCCM administrator, Active Directory Multi Forest Management within Trusts; Active Directory Federation Services; Group Policy Management, Troubleshooting, and Design Experience with PowerShell. Preferred candidate will also possess experience within an enterprise-scale cloud and/or hybrid infrastructures, architecture designs, migrations, and/or technology management. Additionally, experience providing OS, iOS and macOS related technical support or training to end-users, as well as the ability to support MDM products and peripheral technologies (JAMF and InTune preferred). MTA, MCSA, MSCE, and or any other IT certifications related to this area. If not held, certifications will be required to be obtained within one year of employment.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment including computers, typewriters, copiers, facsimile machines, calculators, etc. Must be able to exert up to 10 pounds of force occasionally, and/or a negligible amount of force constantly to lift, carry, push, and pull or otherwise move objects, including the human body. Light Work usually requires walking or standing to a significant degree.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

SUPERVISOR-ASSET AND DEPLOYMENT SERVICES

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments or directions to subordinates or assistants.

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, articles, applications, etc. Requires the ability to prepare correspondence, reports, forms, position papers, evaluations, budgets, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; and to apply the principles of descriptive statistics and statistical inference.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability coordinate hands and eyes rapidly and accurately in using office equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with emergency situations.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Proven leadership skills with the ability to coach team members.

History of direct decision-making capabilities overseeing enterprise systems, applications, and operations.

Experience with personnel management, staffing, and scheduling.

SUPERVISOR-ASSET AND DEPLOYMENT SERVICES

Effective communication skills (oral and written), interpersonal, organizational, and presentation skills.

Able to effectively influence and develop strong relationships with key stakeholders.

Willingness to work flexible hours, non-business hours, or other scenarios required by the flow of operations.

Ability to support frequent standing, walking, lifting, working at heights, and lifting >50 lbs.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.