Hybrid IT Desktop Support Manager (User Request Services) Job

Employer Name:

SpiderID: 12495913

Location: Farmers Branch, Texas

Date Posted: 5/5/2022

Wage: Negotiable

Category: Information Technology

Job Code: 2022-1919

Position/Job Title: Hybrid IT Desktop Support Manager (User Request Services)  
  
   
  
 \*\* NOTE: Looking for someone located in Dallas, TX that can work a few days in the office/data center in Farmers Branch, TX (near the Galleria Mall area).  
  
   
  
 Location: Farmers Branch, TX (Dallas area) - Hybrid schedule  
  
   
  
 Primary Purpose:  
  
   
  
 Responsible for the management and direction of a distributed Desktop Services Team. Responsibilities include working with the business partners to determine support levels required and then implementing staffing, training, technology and organizational plans to meet those requirements. Serve as a key IT leadership role, and will interact with senior management to provide best practices and proven solutions that will enhance delivery of products, systems, and software across the Enterprise consisting of more than 14,000 end users. The position is also responsible for monitoring and controlling monthly and yearly budgetary expenses as they relate to desktop services.  
  
   
  
 Essential Duties and Responsibilities:  
  
   
  
 Following is a summary of the essential functions for this job. Other duties may be performed, both major and minor, which are not mentioned below. Specific activities may change from time to time.  
  
   
  
Manage all aspects of our laptop and desktop fleet including OS version, patch levels, productivity software, and desktop anti-virus  
  
Manage computer inventory relating to deploys, reclaims, and disposition of assets  
  
Ensure that descriptions, details, and solutions for all incidents are thorough and accurate, and that all incident tickets are properly logged, categorized, prioritized, routed, and resolved within the mutually agreed upon timeframes  
  
Assist in the creation, communication, implementation, and enforcement of policies and procedures regarding Desktop Services  
  
Interact and maintain strong relationships with vendors; negotiate contracts and pricing  
  
Responsible for the implementation of projects set forth by the IT Director  
  
Provide leadership and guidance to staff to ensure proper training, performance and productivity goals are aligned with IT and the organizational strategies and promote a professional atmosphere  
  
Responsible for staying abreast of technological advances, changes and trends in order to make recommendations to senior management on requirements to support methods for automating and reducing costs  
  
Help identify areas for enhancement and continuous improvement, as well as engages in proactive customer satisfaction analysis and applies feedback to the Desktop Services team  
  
Facilitate projects required in support of the team and participate in system or application triage with support teams or vendors  
  
Drive toward the achievement of business results in a timely manner that focuses on profit and service  
  
Provide monthly status reports, to include the production of graphs depicting required metrics, graphs, monitoring the financial management applied  
  
Provide leadership and employ a high degree of tact and diplomacy to promote a positive image of the IT department and maintain a professional atmosphere  
  
Minimum Skills and Competencies:  
  
   
  
 The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  
  
   
  
High school diploma or general education degree (GED)  
  
5+ years of experience in an IT Support Environment  
  
3+ years in a supervisory role  
  
Expert knowledge of Microsoft Windows 7 and newer operating systems, PC hardware and peripheral devices  
  
High degree of initiative, mature judgment, and discretion  
  
Must perform well in high-energy, dynamic and team-oriented environment  
  
Ability to coordinate with geographically dispersed teams to achieve results and drive projects to completion  
  
Ability to solve complex problems using research and analytical skills  
  
The ability to manage a technical staff of a least ten people, and work within a budget  
  
Must demonstrate strong interpersonal and communication skills with the ability to simplify complex ideas and present in a clear manner  
  
Strong foundation in metric based management practices, including establishing Critical Success Factors and associated KPIs  
  
Experience implementing the advanced principles of ITIL and central administrative maintenance tools such as SCCM  
  
Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint)  
  
Desired Skills:  
  
   
  
Bachelor Degree in Computer Science or a related technical discipline  
  
Industry certifications to include A+, Microsoft, and ITIL  
  
Proven project management skills, certification  
  
#LI-PJ1  
  
   
  
 #LI-Remote  
  
   
  
 #Remote  
  
   
  
 #DesktopRemote

Start Date: asap  
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: National General Insurance

Company: National General Insurance