

## End User Computing Coordinator

### GENERAL STATEMENT OF DUTIES:

Performs highly specialized work which includes the design, installation, administration, and optimization of end user computing devices and related components to achieve high reliability and performance. Designs, ensures and maintains the proper configuration of end user computing devices through the use of workstation images and software deployment packages in SCCM or other end user computing management systems.

Responsible for developing and maintaining the processes and procedures for ongoing management of the end user computing devices. Ensures the physical security, integrity, and safety of the devices and data. Participates in the installation, monitoring, maintenance, support, and optimization of all end user computing hardware, software, and communication links. Leads and coordinates varying research/implementation projects utilizing proper documentation, tools, and task management skills. Must be available to respond 24x7 to address systems issues on an as needed basis when required. Works under the supervision of the Chief Information Officer or designated staff member.

### STATEMENT OF TASKS:

Plan, design, test, implement, and troubleshoot end user computing systems.

Design, deploy, approve and maintain end user computing images and deployment packages.

Implement and maintain end user computing device security solutions, including endpoint firewall, anti-malware and anti-virus.

Ensure and document that proper security practices are followed including monthly patching of software, updates to firmware and review of system logs on a daily basis.

Create and maintain end user computing device policies and procedures.

Perform analysis, diagnosis, and resolution of complex system problems for end users and support personnel, and recommend and implement corrective hardware and software solutions.

Development and maintenance of business continuity and disaster recovery plans, and maintain current knowledge of plan executables.

Respond to emergency outages in accordance with business continuity and disaster recovery plans.

Monitor the operation and performance of end user computing equipment and applications including the investigation and resolution of issues.

Ensure the thorough investigation and documentation of all issues that require escalation.

Write technical specifications for purchase of end user computing hardware and software products.

Interact and negotiate with vendors and contractors to secure hardware, software, products, and services.

Assist in research on relevant technology products, services, protocols, and standards to remain abreast of developments in end user computing device technology.

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Provide documentation and training for department personnel, customers, vendors, management, and others as necessary.

Communicate consistently and effectively with supervision and ensure awareness of status, problems and issues.

Attend training (computer based, seminars, conferences, trade shows, or other ongoing education) to improve skill levels and achieve certifications as required, to maintain currency with new and emerging technologies and trends in IT.

Follow all County and department policies and procedures.

The statement of tasks above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

#### **REQUIRED KNOWLEDGE SKILLS AND ABILITIES:**

Highly self-motivated and directed with solid leadership skills.

Supervision of staff and ability to work well in a team environment.

Ability to work in and remain professional in a high stress environment.

Demonstrated understanding of end user computing in a large environment.

Demonstrated ability to support and configure personal computers (desktop, laptop, tablet), mobile devices, printers, scanners and other peripheral devices.

Demonstrated ability to create OS images and software deployment packages in SCCM or other end user computing management systems.

Demonstrated knowledge and experience in the installation, support and maintenance of the Windows 10 Operating System.

Demonstrated knowledge and experience in the installation, support and maintenance of the Microsoft Office 365 applications and tools.

Demonstrated knowledge and experience in the Microsoft User State Migration Tool (USMT).

Demonstrated knowledge and experience in end user security software including endpoint firewall, anti-malware and anti-virus.

Knowledge and configuration of Microsoft Windows Desktop operating systems.

Knowledge and configuration of IT Security best practices.

Ability to work in and remain professional in high stress environment.

Ability to conduct research across a wide range of computing issues.

Ability to analyze design and architect appropriate technology solutions.

Passion for continuous learning and professional improvement.

**MINIMUM QUALIFICATIONS:**

**Bachelor's Degree, or higher with at least 20 credit hours in the field of computer science, information sciences, or a related field, and at least 6 years of IT experience with 4 years creating and deploying workstation images and software deployment packages in SCCM or Manage Engine Desktop Central, 2 years of Microsoft USMT and 2 years of PowerShell scripting and possess and maintain Comptia A+, Windows 10, Microsoft Office 365 or Comptia Security + certification**

**OR**

**At least 20 credit hours in the field of computer science, information sciences, or a related field, and at least 8 years of IT experience with 5 years creating and deploying workstation images and software deployment packages in SCCM or Manage Engine Desktop Central, 2 years of Microsoft USMT and 2 years of PowerShell scripting and possess and maintain Comptia A+, Windows 10, Microsoft Office 365 or Comptia Security + certification**

  
Human Resources Director

**Established: June, 2020**

