



Desktop Support Lead

As the leader of the IT Help desk for College of Saint Mary, this position provides support of computer hardware and software for the college, including faculty, staff, and students. Must excel in a fast-paced, agile environment where critical thinking and strong problem solving skills are required for success. We are looking for a dynamic individual capable of quickly assessing customer needs and assigning appropriate remedies. The ideal candidate will possess technical skill to support users with the ability to build and empower a team of technicians and student workers to create exceptional experiences for students, faculty, and staff.

Responsibilities

- Serve as the lead and escalation point for all aspects of desktop and helpdesk support
- Install and update Windows operating systems on PCs and laptops.
- Install vendor critical and security patches and updates.
- Maintain desktop imaging procedures.
- Hardware refresh, break/fix and reimaging of new and existing PCs and laptops.
- Troubleshoot basic PC and peripheral functions.
- Provide support for all user IT support issues, including hardware and software vendors to provide effective solutions, break/fix and problem resolution.
- Identifies, researches, and resolves technical issues and provides courteous and knowledgeable assistance to questions.
- Responds to help desk tickets, telephone calls and e-mails.
- Tracks and monitors IT problems to ensure a timely resolution.
- Works the after-hours on-call rotation.

Required Education and Experience

- 5 – 10 years of experience in computer/application support. Experience with computer hardware maintenance and software applications.
- Experience with Windows & Apple/Mac products preferred
- Associates Degree in CS/equivalent or combination of education and relevant experience.
- IT Certifications a plus
- Experience in a Help Desk environment and ticketing system.
- Experience with imaging client devices and backup/restoration of user data
- Experience with Microsoft windows 7 and 10 operating system.
- Experience with Active Directory.

Application

Please apply using the following link. Please have a resume, cover letter and contact information for three professional references, including one supervisor, ready to upload during the application process.

[Application: Desktop Support Lead](#)

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