**Desktop Engineer**

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| **Position Number:** | 00012409 |
| **Department:** | End User Technology (SITUTECH) |
| **Campus:** | University of Maine System |
| **Date of Issue:** | 1/15/16 (Revised 5-2019) |

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| **I.** |  | **Primary Purpose of Position** |
|  |  | The desktop engineer participates in the design, installation, maintenance, and upgrade of systems used to configure UMS’s existing and newly acquired computing devices. They will also be involved in the creation, testing and deployment of software application installation packages for use in remote office, lab and classroom environments by local IT support staff as well as end users. |
| **II.** |  | **Essential Duties** |
|  | 1. | Create and maintain systems and packages for the deployment of software applications and operating system configuration changes for existing end user computing devices. |
|  | 2. | Expand and enhance image creation procedures and tools for new and existing devices in classrooms, labs and office environments. |
|  | 3. | Evaluate computing applications, determine the method for proper deployment, keeping security, efficiency, and reliability in mind. |
|  | 4. | Act as a resource for solving previously undocumented operating system or application problems related to the proper configuration and use of end user devices, either in person or remotely. The goal should be to create procedures to allow other tech staff to quickly identify the issue and provide resolution on first contact. |
|  | 5. | Collect specifications, analyze business needs and work to provide methods to allow local IT staff to efficiently customize images and packages as needed at their local level. |
|  | 6. | Enhance diagnostic tools and reference materials, as well as deliver technical instruction to other specialists and other teams within the organization, including process documentation for proper use of systems. |
|  | 7. | Participate in other routine operational duties that are deemed the responsibility of EUT. |
|  | 8. | Help to troubleshoot problems with and train other staff in the proper usage of EUT supported tools and procedures at the various university sites. |
|  | 9. | Participate in cross-functional unit teams in the development of processes and procedures to improve the resolution of issues. |
|  | 10. | Monitor the impact, of changes and additions to systems, and restore systems when necessary. |
| **III.** |  | **Nonessential Duties** |
|  | 1. | Investigate, analyze, and review new technologies for their potential use within EUT’s area of responsibility. |
|  | 2. | Works on operational issues as necessary *(Backup for printer configuration)* |
|  | 3. | Participates in the setting of hardware and operating system standards to ensure customer satisfaction, security, and reliability of end user devices. |
|  | 4. | Provide customer support and assistance when required, interacting with third-party software vendors as needed. |
| **IV.** |  | **Supervisory Responsibilities** |
|  |  | Will participate in cross-functional team projects,with leadership possibilities in areas of expertise. |
| **V.** |  | **Reporting Relationship** |
|  |  | Director of End User Technology |
| **VI.** |  | **Knowledge, Skills and Abilities** |
|  |  | ***Required:*** |
|  | 1. | They must possess strong communication and documentation skills. |
|  | 2. | In addition, they should have excellent analytical skills, |
|  | 3. | The ability to patiently troubleshoot and document the steps taken to properly diagnose issues.and then document the steps necessary to resolve them. |
|  | 4. | Proven ability to work independently on tasks to accomplish departmental or project objectives. |
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|  |  | ***Preferred:*** |
|  | 1. | Some light programming using advanced scripting via Powershell, VBscript, Applescript, or similar product. |
| **VII.** |  | **Qualifications** |
|  |  | ***Required:*** |
|  | 1. | Bachelors in relevant field or combination of equivalent experience acceptable. |
|  | 2. | Experience with current versions Microsoft Active Directory and desktop management software such as SCCM, Azure AD or similar systems. |
|  | 3. | Strong background in information technology and proficiency in all current Windows operating systems. |
|  | 4. | Demonstrated ability to keep up to date with emerging hardware and software technologies. |
|  | 5. | Excellent understanding of multiple operating systems. |
|  | 6. | Ability to travel occasionally, normally requiring a driver’s license and be an authorized and approved University Driver based on the Driver Administration Policy. |
|  |  | ***Preferred:*** |
|  | 1. | Working knowledge of current Apple Macintosh IOS and OSX |
|  | 2. | Experience with an Apple IOS or OSX client configuration system |

**Note: Systemwide Services reserves the right to assign reasonably related additional duties and to change or reassign job duties.**

**Signatures:**

The signatures indicate the employee and immediate supervisor have reviewed the job description and had the opportunity to edit the document.

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| Employee |  | Date: |  |
| Immediate Supervisor |  | Date: |  |