| | |
|---|---|
| **DATE OF POSTING:** | November 8, 2019 |
| **TERMINATION DATE FOR APPLICATION:** | November 15, 2019 |
| **POSITION:** | **IT SERVICE DESK & END USER TECHNOLOGIES MANAGER** |
| **COMPENSATION/BENEFITS:** | Grade M8 |
| **STAFF RELATIONSHIP:** | Responsible to David Hnath<br>Network & Information Security Manager |
| **EMPLOYMENT DATE:** | As soon as possible |
| **SEND APPLICATION AND RESUME TO:** | **Human Resources Department**<br>Michigan Education Association<br>1350 Kendale Blvd., P.O. Box 2573<br>East Lansing, MI  48826-2573 |

## BASIC PERFORMANCE EXPECTATIONS:

This position will lead the execution and performance of the information technology (IT) staff who help MESSA, MEA, MEA Financial Services and MEA Staff Retirement personnel effectively utilize IT services. The incumbent will maintain IT service management practices to achieve consistency, quality and scalability.

Responsibilities include providing guidance, training and support for various enterprise end user technologies along with taking ownership to ensure the stable and secure operation of the Virtual Desktop Infrastructure (VDI) environments.

## ASSIGNED DUTIES:

Supervise the work of the Service Desk team. This includes prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination and disciplinary recommendations.

Oversee and/or coordinate the work of any IT staff working on support of end user technologies initiatives; including assisting with front-line support as needed.

Lead the development, implementation and continual improvement of IT service management policies and processes covering such areas as incident, request, problem, access/security, change, and service life-cycle management.

**ASSIGNED DUTIES** *(continued)*:

Develop service, business and operational level agreements to set expectations and measure performance. Through the use of metrics, KPIs and observation the incumbent will identify trends, anticipate problems, perform root cause analyses, and work across IT to implement preventative measures to ensure overall customer satisfaction is achieved as required in the Shared Services Agreement.

Monitor, maintain and manage the IT service management system; including overseeing the solutions repository to ensure quality solutions are available.  Leverage the IT service management system to publish the Service Catalog; keeping it current by providing appropriate views and ensuring that the information is consistent with the Service Portfolio.

Develop the end user technologies lifecycle management strategy including computers, productivity software, printers/scanners/multi-function devices, mobile devices, conference room technologies, building access technologies, VDI, cloud services, and information security; Identify and analyze current and future technology needs and threats; Implement actions to meet needs and reduce threats.

Architect stable and secure VDI environments; Direct the daily work activities of staff who support and administer the VDI environments and published applications.

Plan and implement end user technologies support, repair, installation, and maintenance schedules to maximize the efficient and effective use of all available end user technology and human resources.

Represent end user technologies when negotiating service agreements with affiliates; including evaluating end user technologies vendor products and services to make recommendations.

Manage end user technology projects including the selection of external vendors and consultants, negotiation of costs and services, and monitoring their performance.

Prepare and manage budgets for end user technologies; including monitoring and controlling expenditures.

Maintain confidentiality with and security of all customer, member and organization proprietary information; Ensure that access is granted, restricted or removed to keep all information secure.

Perform other duties as assigned.

**MINIMUM REQUIREMENTS:**

Bachelor's degree in an IT related field with five years of experience in design, implementation and maintenance of infrastructure, application, databases and virtualization.

**<u>MINIMUM REQUIREMENTS</u> *(continued)***:

Two years of supervisory experience.

ITIL and PMI certifications preferred.

Proven knowledge of monitoring and evaluating employees, budgeting principles, project management principles, IT systems, computer programming principles and practices, IT service management principles and practices, technology trends and information security practices.

Demonstrated experience with virtualization using VMware and Microsoft products and services.

Ability to communicate technical information to a non-technical audience.

Manage diverse functions simultaneously and effectively to respond to constantly changing priorities.

Develop and maintain a working relationship with all MEA, MESSA and MEA Financial Services management and staff.

November 8, 2019