UNIVERSITY OF MARYLAND LIBRARIES
POSITION DESCRIPTION FORM

Check one: Faculty____ Exempt __X__ Non-Exempt ____ Other_C1

FOR LIBRARY HR USE ONLY – Position Number

Date Prepared: 02/08/19 Division: DSS

Prepared by: Uche Enwesi Department: User and Systems Support

Reports to: Director, User and Systems Support

Position Title: IT Coordinator

Functional Title: Desktop Support Analyst

NATURE OF WORK:

As a member of the User and Systems Support assists with technical support of desktop computers, applications, and related technology. Support includes specification, installation, and testing of computer systems and peripherals within established standards and guidelines. Activities require knowledge of application software and operating systems to diagnose and resolve unique, recurring and non-recurring problems. The position includes one-on-one consulting with end users and Library staff. Also assists in the maintenance and testing of network servers and associated equipment. The position’s responsibilities require independent and Team based analyses, problem solving, and communication. Work is performed with little supervision and requires initiative and judgment.

DUTIES AND RESPONSIBILITIES (indicate % of time spent on job duties):

1. Work under the direction of the Director of User and System Support to provide IT services and support for workstations in a networked client/server environment.
   - Primary support staff for SCCM and Microsoft Windows management technology.
     - Create, implement, and deploy images for Libraries workstations utilizing technologies such as Microsoft Deployment Toolkit (MDT)/Windows Deployment Services (WDS)/ Windows Preinstallation Environment (WinPE) /Windows Automated Installation Kit (WAIK)/ and Pre-Boot Execution Environment (PXE).
     - Develop and document processes to deploy Zero Touch Installation (ZTI) images for Libraries environment utilizing SCCM/MDT Operating System Deployment (OSD) as required.
   - Create custom OSD Task Sequences utilizing Microsoft scripting technologies and components such as Powershell, VBScript, WMI, .NET and XML for captured images.
   - Working Knowledge of Virtual Desktop Infrastructure (VDI) technology.
● Communicate with the CAB per protocol, and participate in the change management process as necessary.
● In accordance with DSS policies and procedures configure, test and implement workstation hardware, operating system, and application software installations, security upgrades and system migrations.
● Analyze, resolve and document problems as assigned by the DSS Help Desk.
● Works on automating system procedures and processes to evolve the technology in the organization.
● Participate in the creation and maintenance of technical and customer service documentation, as well as administrative functions including but not limited to inventory control.
● Ability to setup and configure Microsoft Windows operating system & Apple operating system.
● Coordinate the establishment of automated processes, run manuals, standard operating procedures and documentation to insure 24/7 system availability.
● Set up and main user accounts in Active Directory and other databases. Advises, informs and trains users on computer system operating procedures and policies. Answers questions and gives information about well-defined areas, some of which may require limited interpretation of policy. 95%
● Serves on campus and Library Committee and Other duties as assigned. 5%

PHYSICAL DEMANDS:

Requires manual dexterity to use tools in tight or small spaces. Must be able to lift and carry equipment up to 50 pounds in weight.
Ability to view serial number or any other identifying information on hardware.

SUPERVISORY RESPONSIBILITIES:

None

QUALIFICATIONS (Knowledge, skills, and abilities):

Demonstrated abilities:

1. Think critically – Use logic and analysis to identify the potential enhancements and flaws in security measures.
2. Make decisions and resolve problems – Seek out information and data to evaluate, prioritize and formulate best solution or practice.
3. Demonstrate leadership and foster collaborative team approach – interacts well with front line and management providing consultation and expert advice on systems security related topics.
4. Analyze, interpret and present research findings into clear, concise reports.
5. Communicate clearly and concisely, both orally and in writing.
6. Establish and maintain effective working relationships; work independently and demonstrate initiative.
7. Research, test and evaluate vendor hardware and software products.
EDUCATION:

Required:
- Bachelor’s Degree in a related field. In the absence of a bachelor’s degree, a minimum of six years of related IT experience.

Preferred:
- Microsoft Certified System Engineer (MCSE)
- Microsoft certified system Administrator (MCSA)

EXPERIENCE (Be specific, indicate the minimum years of experience and skills needed):

Required:
- Two years of directly related experience in supporting Mac’s and Windows environment and excellent troubleshooting skills.
- Knowledge of computer hardware, operating systems, application software, client/server concepts, networking/telecommunications. Ability to analyze technical situations, communicate effectively with users, document technical and procedural content, work within a team. Ability to work under pressure.
- Good communication skills (written, oral and listening).
- Strong multi-tasking skills. Must have ability to work independently as well as be a team player.
- A valid driver’s license is required to be able to drive to multiple branches on campus.

Employee’s Signature________________________ Date__________
Print Employee’s Name________________________________________
Supervisor’s Signature________________________ Date__________