

POSITION DESCRIPTION

TITLE: Desktop Deployment Technician and Asset Manager – (Part-time, Temporary, Contingent)

Collective Bargaining – Ineligible – Contingent

Contingent positions are not eligible to participate in collective bargaining.

JOB SUMMARY:

This position reports to the Associate Vice President and CIO of Information Technology. The Desktop Deployment Technician and Asset Manager plays a key role in supporting the institution's technology infrastructure by managing the lifecycle of desktop systems and peripheral assets. This mid-level position is responsible for the imaging, deployment, maintenance, and decommissioning of computer systems, as well as overseeing the IT asset inventory to ensure accurate tracking, compliance, and optimal allocation of resources. This individual will collaborate closely with IT support staff, faculty, and administrative departments to maintain a consistent, secure, and well-documented computing environment.

Must be well organized and possess good communication and technology skills. Receives minimal supervision and exercises considerable discretion and judgment in all work areas. Handles confidential and sensitive issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Responsible for following the policies and procedures as defined in the employee handbook.
- Responsible for configuring, imaging, and deploying desktop and laptop computers, tablets, and peripheral devices across campus.
- Maintains and updates system images using deployment tools (e.g., MDT, SCCM, or equivalent).
- Manages the college's IT asset inventory system, tracking the lifecycle of equipment from acquisition through decommissioning.
- Coordinates equipment refresh cycles and maintains surplus/disposal records in compliance with college policy.
- Troubleshoots hardware and software issues during and after deployment.
- Provides end-user support during computer rollouts, ensuring minimal disruption to teaching and administrative operations.
- Assists with warranty claims, repairs, and vendor coordination as needed.
- Collaborates with the IT purchasing team on equipment orders and deliveries.
- Generates reports on inventory status, usage trends, and compliance for internal audits and planning.

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- Maintains thorough documentation of deployment processes and asset management procedures.
- Assists with special IT projects and provide backup support for the Help Desk when needed.

PREFERRED QUALIFICATIONS:

- Bachelor's degree in a technology-related field.
- Experience with enterprise deployment tools (e.g., Microsoft Endpoint Configuration Manager/SCCM, JAMF, or similar).
- Knowledge of asset lifecycle management in a higher education setting.
- Experience with ticketing systems and remote support tools.
- CompTIA A+ or similar technical certification.

MINIMUM QUALIFICATIONS:

- Education: Associate's degree in Information Technology, Computer Science, or related field (or equivalent professional experience).
- Experience: Two or more years of experience in desktop deployment, technical support, or IT asset management.
- Proficiency with Windows OS imaging and deployment tools.
- Familiarity with IT inventory tracking software and asset tagging practices.
- Strong problem-solving and organizational skills.
- Excellent interpersonal communication and customer service skills.
- Ability to lift and move computer equipment (up to 50 lbs) and work in a physically active role.
- Client focused with an ability to maintain relationships and resolve client conflicts.
- Strong verbal, written and organizational skills including spelling, grammar and record maintenance procedures.
- Strong attention to detail.
- Ability to handle sensitive situations.
- Any combination of acceptable education and experience, which has provided the necessary knowledge and skills to fulfill the requirements of this position, may be considered.