



Job Description

Position Title	Senior Manager IT, End-User Support
Department	Information Technology
Reporting To	Director of IT
Type of Position	Full Time

POSITION DESCRIPTION

The Habib University Information Technology Department has an excellent opportunity for an IT professional. To lead an innovative, motivated, customer focused team providing day-to-day high tech frontline hardware, software, printing, telephony and AV technology support for faculty, staff, students and guests, managing the entire campus technology enabled classrooms and AV-equipped spaces. The incumbent require must have an ability to promote culture of exemplary customer service though frequent communication, positive relations and prompt support. Understand the importance, nature, scope, and impact of events and ability to accommodate various last minute and during event IT and AV needs to ensure the success. Excellent written & verbal communication skills and communicate effectively across all levels of users. Attention to detail, positively adapt to changing contexts and expectations, and the ability to work collaboratively with colleagues and vendor management of varying technical areas is required.

DUTIES AND RESPONSIBILITIES

- Development of the overall vision, integrated strategy, analysis, architectural design, development and purposeful execution across all End-User and AV support processes, services, tools and technologies.
- Manage the day-to-day operations of the IT end-user & Audio-Visual Support team providing a broad range of services to the users covering traditional desktop/laptop support and troubleshooting, hardware and software installation and configuration, phone system and video conferencing support, AV enabled events support and working with vendors.
- Closely collaborate with other IT teams to ensure that where require for integrated end-user support.
- End-User satisfaction is paramount, devices, software asset management / optimization, best-practices for user on-boarding, off-boarding, enterprise end-user tools, communications, messaging, networks, and enterprise IT Service Desk.
- Ensure in-person and virtual top executives IT support personally.
- Ensure all requests via phone; voicemail; email and other methods, are recorded and handled in a professional, accurate and timely manner
- Manage all service requests, incidents, and problem reported to ensure it is coordinated and responded to promptly especially urgent issue. Trigger an escalation and work across other teams/domains where required.
- Must be able to provide complete administration of the cloud Microsoft 365 environment and its capabilities. Configure, administer, maintain, and sustain the Microsoft Exchange Online, Microsoft 365 SharePoint Online, and Microsoft 365 Teams.
- Create security and distribution groups in Azure Active Directory. Configure and support Single Sign-On using Active Directory Federation Services with Multi-Factor Authentication.
- Provide advanced level technical support to operating systems, Windows and Mac. Hardware and software configuration of printers, PC workstations, laptops, tablets, and other similar peripheral equipment. MS applications, Adobe Creative Cloud suite, and Internet browsers (Chrome, Firefox, Safari, Edge, etc.)
- Building and maintaining system images and backups.
- Tracking of PC Asset inventory movement and sufficient computing device in stock to cater for new hire, replacement for break-fix or aged machine, loaner for project or under any business continuity situation and PC Accessories (Monitors, Docking station, Power Adapters, Mouse, Keyboards, Cables, etc.)
- Manage and negotiate with hardware vendors to ensure timely delivery of computing devices ordered, reasonable performance of the computing device purchased for work productivity.
- Develop business case justifications and cost/benefit analyses for End-User spending and initiatives. Forecast, plan and manage annual Opex and Capex for IT & AV End user budget.

- Manage academic programs/meetings/functions that require the use of AV & IT infrastructure (audio, video conferencing, webcasting, visual display or projection, and control system operations etc.)
- Plan AV of events from start to finish according to requirements, target audience and objectives. Anticipate and proactively fix any problems or issues with stages, podiums, microphones, power supply, sound quality, feedback, video presentation, and timing.
- Develop and implement all End-User policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision
- Consistently seek opportunities to re-engineer processes and re-architect solutions.
- Benchmark, analyze, report on, and make recommendations for the improvement of the End-User infrastructure, applications, services and systems.
- Endpoint management, meet the demand for hardware and software assets, issuance of these assets, watching over their statuses, keeping them operational, and planning their upgrade, retirement and replacement.
- Negotiation and administration of vendor, outsourcer, and consultant contracts and service agreement.
- Ensures all equipment is updated in the IT asset management system.
- Perform daily and annual management of IT assets through asset lifecycle (research, evaluation, recommendation, procurement, inventory, deployment, and disposition.
- Develop service delivery performance reports, perform testing and implementation of new systems; analyse systems, and solution effectiveness/efficiencies.
- Provide support for remote and onsite courses (distance and hybrid courses) and event delivery, remote work, and events; consult with faculty, staff and students regarding their technology requirements for the purpose of coordinating and developing unit specific IT solutions.
- Authenticating and supervising the access rights of endpoint devices to a network and applying security policies that prevent any external or internal threats posed by that access.
- Flexible to work in irregular work hours, including nights and/or weekends where and when required.
- The above statements are intended to describe the general nature and level of work to be performed and are not an exhaustive list of all associated responsibilities.

REQUIRED JOB SPECIFICATIONS

Required Qualification	<ul style="list-style-type: none"> ✓ Bachelor's Degree in Computer Science / Information Technology ✓ Certification related to Microsoft Azure AD, Microsoft 365 and ITIL will be an advantage.
Required Experience	<ul style="list-style-type: none"> ✓ Minimum 10 years of working experience in large enterprises in IT End-User Computing Support (IT Service Desk, Walk-in IT Service Centre, Top Executive Support, Account Provisioning, End-User Computing Device Management/Asset Management. ✓ Advance Technical knowledge in Microsoft Services (Windows OS, Windows Server, Microsoft Azure AD & Microsoft 365, Intune, Threat Protection, MFA), File & Print Solution, VPN, Wi-Fi, and Hardware Support (Desktop, Laptop, Tablet, MacBook, iPad, Smart Phone, etc.) ✓ Possess Good Customer Service Skills and Strong Service Oriented mindset ✓ Well-versed in Incident Management, Problem Management, Service Management, and Asset Management with ITIL.

<i>S#</i>	<i>Competency</i>	<i>Criticality (High / Low / Medium)</i>
1.	End-user IT and Audio-Visual Infrastructure, Systems & Operations.	High
2.	Microsoft OS, MAC OS, Azure, Exchange, AD and Office	High
3.	Top Executive IT Support	High
4.	Self-motivated with Service oriented approach	High
5.	Team player with management Skills	High
6.	Verbal & Written Communication Skills	High
7.	ITIL	High
8	Ability to work in a pressure, fast-paced and deadline-driven environment.	High
9.	Ability to manage projects and prioritize tasks.	High
10.	Ability to work with cross-functional teams.	High
11.	Excellent leadership and management skills.	High