



# FORDHAM UNIVERSITY

THE JESUIT UNIVERSITY OF NEW YORK

**Position: A04085**

**Date: 3.28.18**

## **ADMINISTRATIVE POSITION ANNOUNCEMENT**

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**FUNCTIONAL POSITION TITLE:** Enterprise Desktop Specialist  
**SUPERVISOR'S TITLE:** Manager, User Support Services  
**RESPONSIBILITIES:**

- The Enterprise Desktop Specialist will collaborate and partner with the support of VDI, desktop OS and hardware support, provisioning and optimization for the university.
- Identify digital technologies solutions (provisioning, configuration, infrastructure, scripting, etc.), with network and Microsoft server technologies, documentation, communication, with project management skills.
- Maintain PC imaging, automated deployment tools such as LANDesk, SCCM, SMS, MDT or Ghost a plus. Emphasis on EM+S and OOBE.
- Maintains, support and enhances existing VMWare, Citrix, Thin client environment and business requirements.
- Create new and maintain virtual disks using Citrix PVS.
- Design scripting solutions (VBS and PowerShell) for both enterprise and customer-facing systems.
- This position will also serve as a resource for functional Tier-3 support for end-users. Perform daily proactive monitoring of the VDI environment to identify potential problems and provide resolution.
- Assists with business area analysis, requirements definition, ITIL business processes, and summarization processes.
- Ensures consistent performance, and effective disaster recovery strategies for desktop and VDI.
- Communicates plans and progress with management on a regular basis.
- Keeps current with the direction of the business and the needs of internal customers.
- Any other tasks as assigned.

### **QUALIFICATIONS:**

- Bachelor's degree in the field of computer science, information systems, computer engineering or the equivalent five or more years of relevant experience.
- Experience with PC imaging, automated deployment tools such as LANDesk, SCCM, SMS, and MDT or Ghost a plus.
- Proficiency in Citrix PVS, XenDesktop Studio, XenApp, Thin Client and PC productivity tools, such as MS Office Suite.
- Familiarity with SQL queries; particularly with Oracle and Microsoft SQL Server
- Knowledge and understanding of key concepts in higher education highly desired.
- Excellent interpersonal, communication, organizational, and problem-solving skills.
- Ability to coordinate concurrent projects.
- Ability to prioritize and execute tasks in a high-pressure environment.

**SALARY: Commensurate upon experience**

**STARTING DATE:** 5.1.18

**SEND LETTER & RESUME:** Donald Olivier – olivier@fordham.edu

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