

UNIVERSITY OF MARYLAND LIBRARIES POSITION DESCRIPTION FORM

Check one: Faculty____ Exempt Non-Exempt ____ Other____

FOR LIBRARY HR USE ONLY – Position Number

Position Title: IT Lead Engineer

Department: IT & Facilities Operations (ITFO)

Division: Digital Services & Technologies (DST)

Reports to: Manager, IT & Facilities Operations

Last Updated: 2024-02-09

As the largest university library system in the Washington D.C.-Baltimore area, the University of Maryland (UMD) Libraries serve more than 41,000 students and 14,000 faculty and staff of the flagship College Park campus. The Libraries' extensive collections, programs, and services enable student success, support teaching, research, and creativity, and enrich the intellectual and cultural life of the community. A member of the Big Ten Academic Alliance and the Association of Research Libraries, the UMD Libraries were honored with the 2020 Excellence in Academic Libraries award in the university category from the Association of College and Research Libraries.

The University of Maryland Libraries are committed to advancing diversity, equity, inclusion, and accessibility. We support university and library efforts to create a more just campus environment, understanding the unique, interdisciplinary focus of libraries and archives as collectors and curators of the historical, literary, artistic, and scientific record. We provide collections, services, and programs that reflect the diversity of our community, heighten cultural awareness, and incorporate the histories, experiences, and expressions of those who have been historically marginalized and/or underrepresented. We work to ensure equitable access to our facilities, resources, and services.

NATURE OF WORK

The IT Lead Engineer works in a highly collaborative team environment in the IT & Facilities Operations (ITFO) department within the Digital Services and Technologies (DST) division. The position is the team leader for training resources, technical consultation, and solution architecting for the Desktop Support Technicians and Help Desk Staff.

The position:

- Maintains in-house technology equipment and IT assets.
- Maintains and enhances the Libraries desktop environments (primarily Windows and Mac).
- Participates in a cross-team infrastructure management group, and leads DST's support for data center hardware and Windows server environments and applications.

- Provides end-user support of library-wide client-server applications and troubleshoots complex technical problems (in person, by telephone, or via work orders) promptly and accurately.
- Interacts with other Libraries' personnel in a client-provider relationship to resolve requests and technical issues and through partnerships to execute library-wide projects.
- Develops, manages, and administers all aspects of the library's desktop and public computing environments and works with other technical staff in DST to maintain highly performative application and computing environments.
- Collaborates with DST colleagues and works with campus partners in the Division of IT and other colleges' and units' IT staff.

The Libraries' IT practices and solutions must align with campus and state IT policies, standards, trends, and best practices. Developing relationships and sharing knowledge with colleagues across the University are critical to this position's success. This position may represent the libraries on assigned University technical groups.

The IT Lead Engineer is expected to work independently and as a team member to analyze and solve problems and manage projects. The individual in this position will handle special projects and solve more complex technical problems escalated by the Helpdesk. Work requires initiative and judgment and is often expected to be performed with little supervision.

DUTIES AND RESPONSIBILITIES

Strategy & Planning (20%)

- Evaluate documented resolutions and analyze trends for ways to prevent future problems.
- Leads long-term strategies and capacity planning for meeting future hardware, software, and organizational technology needs.
- Leads the development and implementation of new computer projects and new hardware installations.
- Plan, recommend, and perform upgrades on systems to ensure longevity.
- Lead the development of automated processes, run manuals, standard operating procedures, and documentation to ensure 24/7 system availability.

Acquisition & Deployment (20%)

- Conducts research on, and makes recommendations for, hardware and software products in support of Libraries' technology needs.
- Partners in development and implementation of networking/wiring projects and installations.
- Maintain up-to-date knowledge of maintenance and supervise contract-based installations.

- Architect and maintain the services that make up the desktop engineering environment, including System Center Configuration Manager (SCCM), Intune, Microsoft Deployment Toolkit (MDT), JAMF Pro, Microsoft Group Policy, and Desktop Imaging
- Lead specification and acquisition of hardware and software for library community use.
- Install computer equipment; load and maintain software.

Operational Management (40%)

- Work closely with the Manager of IT & Facilities Operations to fulfill technology support functions related to planning, forecasting, budgeting, and analysis.
- Acts as lead field technician, coaching other technicians, identifying training opportunities, and proposing new solutions to deploy.
- Field incoming help requests from end users via both telephone and work orders in a courteous manner.
- Build rapport and elicit problem details from help desk customers.
- Identify and deliver required hardware service levels according to organizational policies.
- Liaise with, and provide training and support, to end-users and staff on equipment operations and other issues.
- Install, configure, test, maintain, monitor, and troubleshoot associated end-user software, networking software products and hardware when needed.
- Perform on-site analysis, diagnosis, and resolution of complex hardware problems for a variety of end-users, and recommend and implement corrective solutions, including off-site repair as needed.
- Receive and respond to incoming calls, work orders, and/or emails regarding hardware problems.
- Document instances of hardware failure, repair, installation, and removal.
- Maintain up-to-date knowledge of hardware and equipment contracts and supervise contract-based installations.
- If necessary, liaise with third-party support and equipment vendors.
- Provide guidance to junior members of the team as required.
- Manage input/output fleet, including desktops, printers, and scanners.
- Leads and collaborates with the preparation of presentations to the faculty, administration, trustees, and others.
- Maintains inventory and licensing records, including documentation of hardware and software acquisitions.
- As a back-up to the helpdesk staff, provide telephone, remote system administration, and in-person support, troubleshoot problems and answer questions from faculty, staff, and students.
- Communicate project and assignment statuses both proactively and as requested

Documentation and Training (15%)

- Document desktop and server configurations, scripts, and all other relevant information in a repository to share information for staff use.

- Provide 2nd-level helpdesk and field support in the Libraries' mixed Windows/Mac environment.
- Collaborates other staff with installing, upgrading, and maintaining desktop hardware and software, while managing standardized configurations and software images.
- Advise, inform and train users on computer system operating procedures and policies.
- Answer questions and give information about policies, some of which may require interpretation of the policies.
- Refer employees to proper documentation for their technical needs.
- Maintain accurate documentation of device configurations and network connections.
- Consult with Libraries' stakeholders to identify needs, objectives, and develop requirements for various desktop projects and initiatives.

Other Duties and Activities (5%)

- Engages in shared-governance and/or service activities, as appropriate and/or in areas in which the individual is interested in volunteering.
- Participates in library-, consortial- or campus-related task forces, committees, and initiatives, as assigned.
- Participates in training related to promoting diversity, equity, inclusion, and accessibility, as provided by the University, the Libraries, and/or other recognized higher education or community organizations.
- Contributes to achieving the University's and/or the Libraries' diversity, equity, inclusion, and accessibility goals.
- Performs other duties, as assigned.

PHYSICAL DEMANDS

The position entails primarily sedentary work that involves remaining in a stationary position for long periods of time and the ability to occasionally transport up to 50 pounds

Must be able to operate computers, objects, tools, or controls.

Must possess a valid driver's license and be able to operate a vehicle.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS

Required

- Excellent troubleshooting skills.
- Excellent interpersonal and communication skills.
- Ability to use project and issue management software for tracking and prioritizing work assignments.
- Ability to work independently and collaboratively.
- Ability to analyze, interpret, and present research findings, including making recommendations with thorough rationalizations.
- Ability to perform systems planning and development to include new operating system features, as well as the ability to deploy new applications and services.
- Ability to deploy IT solutions that align with cybersecurity standards and best practices.
- Ability to automate processes using programming/scripting languages, Windows PowerShell, .NET, and Batch.
- Knowledge of Windows Server and Workstation, SCCM, Intune MDT, imaging, and Group Policy.
- Knowledge of best practices for designing and deploying system access controls.

Preferred

- CompTia A+, Security+, Server+ Certified
- Jamf Pro Certified Tech

EDUCATION

Required

Bachelor's degree from an accredited college or university, or an equivalent combination of education and experience

Preferred

Bachelor's degree or higher in a technical field such as computer science or information technology.

EXPERIENCE

Required

At least five years of work experience as a desktop administrator working with Windows and Mac operating systems in a large, enterprise Active Directory infrastructure.

Experience deploying, integrating, configuring, and securing Microsoft Windows (10+) and macOS in Active Directory and standalone environments as well as hybrid environments (on-premises and cloud-based).

Preferred

- Application virtualization experience
- Microsoft SQL Server experience
- Experience with MacOS, JAMF, VDI, scripting, BitLocker, Microsoft Azure, Intune, Office 365, and Amazon Web Services
- VMware experience

Background Check Requirement Offers of employment are contingent on completion of a background check. A prior criminal conviction or convictions will not automatically disqualify a finalist from employment. Prior to any adverse decision, you will have an opportunity to provide information to the University regarding your background check. You will also be provided an opportunity to appeal any decision prior to a final outcome.