

Manager of Desktop Services

Port Authority is seeking a Manager of Desktop Services to be responsible for managing all aspects of the day-to-day activities of PAAC's desktop services operations, including but not limited to the Desktop Support Technicians' assignments and workload. The manager will plan and oversee various desktop maintenance tasks, including client technology deployments, tracking, upgrades and repairs, monthly security patching, OS updates, software deployment, group policy (GPO) changes, and other areas of the desktop infrastructure. They are also responsible for working with other IT:Infrastructure and Customer Experience department employees to develop standards and procedures for procurement, deployment, and upkeep of client technology such as desktop equipment.

Essential Functions:

- Supervise and manage Desktop Support Technicians and related staff. Encourage use of new technologies, adhere to standards and project roadmap timelines. Provide guidance and training of team members. Establishes goals and objectives for staff and evaluates performance on a timely basis.
- Manages relationships between customers, IT:Infrastructure staff, and service providers, both internal and external, including communications, prioritization, and coordination and allocation of resources.
- Develops and maintains "best-practice" procedures and documentation for desktop services, including but not limited to: inventory management, patch management, deployment, and help desk organization.

Job requirements include:

- BA/BS Degree in Computer Science, Information Systems, or related field from an accredited school. Related experience may be substituted for the education on a year-for-year basis.
- Minimum of three (3) years' experience in Desktop Support, Desktop Services, Help Desk, or related professional role.
- Minimum of three (3) years' supervisory experience.
- Minimum of five (5) years' experience in an IT-related professional role.
- Excellent understanding of computer hardware. Windows operating system functions, and software components. Must be familiar with multiple makes/models of PCs and tablets, and be able to troubleshoot and escalate as appropriate.

Preferred attributes:

- Experience with inventory management, patch management, and help desk systems (Sysaid, Microsoft SCCM, Quest KACE, ServiceNow, etc.)
- Experience working with and managing thin/zero client systems and VMware Horizon.
- Desired Certifications: A+, MCP, ITIL.
- Excellent customer service, interpersonal skills, communication skills (both verbal and written), time management, and problem-solving skills.
- Knowledge of Active Directory, Group Policy, Networking, and Microsoft M365.



We offer a comprehensive compensation and benefits package. Interested candidates should forward a cover letter (with salary requirements) and resume to:

Missy Ramsey
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EOE