Endpoint Management Engineer

Purpose Statement

The job of Endpoint Management Engineer is done for the purpose/s of managing the district's application configuration, Windows operating system deployments (OSD), and patch management to ensure end-user satisfaction while maintaining district security standards and policies by utilizing Microsoft System Center Configuration Manager (SCCM) / Microsoft Endpoint Configuration Manager (MECM), and the Windows Store for Business (WSfB). The Endpoint Management Engineer team also provides Enterprise Mobility Management (EMM) support for the accurate and compliant delivery of mobile devices and their applications by utilizing VMware AirWatch and Microsoft Intune. Primary responsibilities include hands on standardization, documentation and management of all client software deployments, images, Group Policy (GPO), and security patching standards (WSUS / WUfB), monitors mobile infrastructure environments for stability, provides mobile device, application, and end user support for issue and incident management.

This job reports to the Lead Endpoint Management Engineer.

Essential Functions

- Administers, supports, and maintains mobile device hardware, software and infrastructure mobility tools including VMware AirWatch, Apple School Manager, Microsoft Intune, and Android for Work. Mobile device platforms include Windows 10, Android and iOS, running on wireless networks, for the purpose of supporting mobile infrastructure environments.

- Collaborates with a variety of internal and external parties (e.g. district personnel, Systems Engineers, Data Systems Analysts, users, etc.) for the purpose of providing and/or receiving information and ensuring project success.

- Collaborates with the Enterprise Applications and Information team to document, test, and publish requested applications following a department approval procedure for the purpose of documenting, supporting, and enhancing user requested technology.

- Creates and maintains documentation for the purpose of accurately tracking applications including origin, licensing, affected users, and installation and upgrade history.

- Creates transforms to manipulate Microsoft Installer (MSI) packages, repackages and/or wraps current installations utilizing various industry standard technologies such as Flexera AdminStudio, InstallShield, and Microsoft Orca for the purpose of distribution throughout an enterprise software deployment system.

- Creates, administers, and troubleshoots Active Directory Group Policies (GPO) for the purpose of addressing organizational needs and providing operational capabilities to users.

- Maintains existing systems (e.g. add or update requested changes, enhancements, data source changes, creating code, adding additional functionality, etc.) for the purpose of providing production support in ensuring the ongoing availability of information needed to meet mandated requirements.

- Oversees assigned work activities and/or projects (e.g. system upgrades, software installation, etc.) for the purpose of meeting district technology requirements and needs.

- Participates and collaborates effectively in a team environment for the purpose of ensuring success of the whole department.
- Participates in meetings, workshops and/or trainings (e.g. long-term district technology planning, software application revisions, etc.) for the purpose of conveying and/or gathering information required to perform job functions.
- Performs software installations, upgrades, and security and maintenance patches to client operating systems and application software through SCCM / MECM, and creates and maintains device security policies for the purpose of managing and protecting our Windows endpoints.
- Provides application requirements/needs analysis, design, documentation, testing or modification, and implementation of multifaceted computer systems and/or complex machine operating systems based on and related to user or system design specifications for the purpose of addressing organizational needs and providing operational capabilities to users. This includes creating Change Control requests as necessary.
- Recommends equipment, supplies and materials (e.g. new software applications, etc.) for the purpose of identifying required items to provide appropriate services.
- Researches a variety of related subjects (e.g. computer hardware and software applications, programming languages, and current technology, etc.) for the purpose of being knowledgeable on trends and recommending acquisitions.
- Responds to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc.) for the purpose of providing technical assistance, advice and support.
- Tests and/or monitors the testing of software applications (e.g. new software, upgrades, etc.) for the purpose of ensuring that product matches defined requirements and expected functionality.
- Troubleshoots application software for the purpose of isolating bugs and resolving issues and/or providing user training.
- Utilizes appropriate project management tools, processes, and procedures for the purpose of effectively managing and completing projects.
- Writes PowerShell, Windows Batch Script, and Visual Basic scripts to automate and refine processes used to support the images and packages for the purpose of providing a zero touch effort.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: strong troubleshooting skills; experience in creating and maintaining programmatic and technical documentation to insure efficient planning and execution; ability to manage and document system configurations; experience working on deployments in large, multi-site environments with 1000+ users; good oral and written communication skills; planning and managing projects; preparing and maintaining accurate records including developing and maintaining time estimates and schedules; and using pertinent software applications.

KNOWLEDGE is required to perform advanced math; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: strong working technical knowledge of commonly used application installation and packaging tools and processes (MSI / MSIX / EXE / APPX); understanding of enterprise software distribution and Operating System Deployment (OSD), including design, implementation, and experience customizing/extending these solutions/capabilities across large scale enterprises; excellent understanding of HW/BIOS/Driver/Firmware/OS relationships; experience with Mobile Device Management (MDM); experience with Active Directory (Users and Computers) including security permissions and excellent understanding of Group Policy Objects (GPO); proficiency with Microsoft Office applications; current generation and legacy application/scripting languages; system design; knowledge of Windows 10 operating system features, good knowledge of file systems and registries, and key upgrade requirements; knowledge of Office 365 deployment strategies and key upgrade requirements; heavy scripting /automation experience; process and data modeling techniques; database theory; technologies and tools; benefits and limitations of technology; and project management. Familiarity with SCRUM project methodologies preferred.

ABILITY is required to schedule activities and/or meetings; gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: ability to stay organized and work on multiple tasks simultaneously; proficient ability to grasp and apply new information quickly and effectively handle complex assignments; proficient ability in communicating issues, impacts, and corrective actions; ability to work independently in a team environment with minimal supervision, take initiative, set priorities, follow through and see projects through to completion; experienced in creating and maintaining programmatic and technical documentation to insure efficient planning and execution, ability to manage and document system configurations setting priorities; communicating effectively with persons of varied technical background; meeting deadlines and schedules; required to work some evenings and weekends; and working with frequent interruptions.

Responsibility

Responsibilities include: working under direct supervision using standardized routines; leading, guiding, and/or coordinating others; working collaboratively with end-users and technology staff to research, design, develop, test, manage, and plan the deployment of new and upgraded software packages; effectively balance projects, tasks and problems; analyze the impact of applications against standard desktop configurations; create and maintain documentation of applications including origin, licensing, affected users and installation and upgrade history; participate in the testing and evaluation of new software and hardware; troubleshoot application installation and runtime problems; supporting mobile infrastructure environments; actively participate in team and department meetings; other duties as assigned. Utilization of resources from other work units is often required to perform the job's functions. There is significant opportunity to impact the organization's services through this role.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience   A minimum of two years experience with Microsoft System Center Configuration Manager (SCCM) / Microsoft Endpoint Configuration Manager (MECM).

Education   Targeted, job related education with study in job-related area.
Equivalency

Required Testing

Certificates
Appropriate Technology Certification

Continuing Educ./Training
Maintains Certificates and/or Licenses

Clearances
Criminal Justice Fingerprint/Background Clearance

FLSA Status
Exempt

Approval Date

Salary Range