

Director, Desktop Infrastructure and Support  
Old Dominion University

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Posted Nov. 11, 2024, set to expire Nov. 1, 2025

**Job Title** Director, Desktop Infrastructure and Support  
**Department** INFORMATION TECHNOLOGY SERV-ACAD  
**Institution** Old Dominion University  
Norfolk, Virginia

**Date Posted** Nov. 11, 2024

**Application Deadline** Open until filled  
**Position Start Date** Available immediately

**Job Categories** Director/Manager

**Academic Field(s)** Computing/Informational Services

**Job Website** <https://jobs.odu.edu/postings/22089>

**Apply By Email**

**Job Description**

The position oversees the desktop fleet for most of ODU. They are responsible for the training, research, operation, strategic planning and implementation of technologies related to endpoints for ODU. They work collaboratively with their team as well as departments across campus to ensure our desktop infrastructure is meeting their needs as well as assist in planning for new and unique needs as they arise. They will now also be responsible for a much larger number of the university desktops and overall strategic direction, research and implementation of endpoint initiatives on behalf of the university.

**Knowledge, skills and abilities**

- Considerable knowledge of Microsoft computer hardware and software troubleshooting and resolution.
- Considerable knowledge of Apple computer hardware and software troubleshooting and resolution.

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- Considerable knowledge of Active Directory, group policy management, image management, system patching and associated hardware and software with appropriate system practices.
- Working knowledge of application support in a Microsoft environment.
- Working knowledge of networking in a Microsoft environment.
- Working knowledge of a client/server environment.
- Demonstrated ability to interact with computer vendors and University community.
- Considerable knowledge of customer service techniques to include understanding customer needs and effectively communicating options for problem resolution.
- Demonstrated ability to effectively manage time.
- Effective written and verbal communications skills.
- Demonstrated ability to provide technical and project leadership.
- Demonstrated ability to collect and analyze information to generate solutions to technology-related problems
- Demonstrated skills to develop and implement plans to achieve organization's goals
- In most cases these knowledge, skills and abilities can be acquired through the completion of a bachelor's degree in a related field or equivalent experience.

**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact**

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