

Director, Desktop Infrastructure and Support
Old Dominion University

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Posted Nov. 15, 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. 15, 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/22151
Apply By Email	
Job Description	

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

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

Special licenses, registration or certification

Microsoft Certified Professional (MCP)/Microsoft Certified Systems Engineer (MCSE) or equivalent knowledge.

Education or training

None

Level and type of experience

- Considerable experience with operating system and application support at the desktop and

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server level.

- Considerable experience with direct interaction with customers in problem analysis and solution development.
- Considerable experience with leadership and support of technical support staff.
- Some experience motivating others to complete tasks that move the organization toward a goal
- Some experience with systems planning and design.
- Some experience evaluating and recommending computer systems.

Additional Considerations (supplemental knowledge, skills, abilities, education, experience, licensure, certification)

- A+ Hardware Certification.
- Experience with system scripting, power shell and/or basic computer programming in languages such Java or C++. Advanced degree in Computer Science, Engineering, Information Technology or related field, or training and experience equivalent to an advanced degree.

Conditions of Employment

This is a Norfolk-based position, supervising a campus team. The position works a typical 40-hour work week. There may be an opportunity for some teleworking.

This position is considered essential personnel and subject to working during university closings.

Annual Salary/Hourly Rate: Salary commensurate with education and experience

Contact Information

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

Contact

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