



Proactive by design.

DESKTOP SERVICES MANAGER

Are you interested in a challenging and exciting management opportunity to work for a fun, stimulating, growing, ethical, friendly, dynamic I.T. company where your opinion counts?

DenaliTEK, (www.denalitek.com) an Anchorage based Information Technology Services employer, is looking for a Desktop Services Manager. Requirements include the requisite experience and ability (described below), a positive attitude and strong work ethic, be a team player, a proven commitment to an I.T. career and excellence, some I.T. education and certification, your own transportation, current insurance, and a reasonably clean DMV record. Limited after hours work including weekends and evening is likely to be required. Some Alaska travel may be required.

Summary:

The Desktop Services Manager's role is to help initiate and grow a department in our company and to manage the operations of that department. Initially, the manager will be required to learn to deploy and manage a repeatable small project implementation process that we call our "Optimized Small Business" offering. The manager must have a background and good knowledge of troubleshooting desktop and laptop issues including but not limited to bad hard drives, viruses/malware, memory, motherboard issues, monitors, peripherals, and M.S. Office and Windows software from XP up to Win 7. The manager must be capable and have some experience installing switches, installing and configuring a basic firewall, managing DNS/changing DNS and MX records, and preferably, but not required, some experience with Microsoft BPOS/Cloud Computing. The manager must have some background in supervising others, and a desire to grow in that area.

The Desktop Services Manager will ultimately be responsible for the delivery of service to our Desktop Services clients. The Desktop Services Manager is also responsible for recruiting employees into the Desktop Services department and fostering the professional and personal growth of their employees. Initially the primary duty will be learning thoroughly how to effectively and efficiently implement DenaliTEK's Optimized Small Business offering. The manager also may be required to handle and manage a variety of desktop support break-fix and install/move/change issues. The right person will have the ability to pay attention to detail and will be a committed professional who emphasizes good habits, customer services, and professionalism by example. Additionally the right person will be capable of creating and conducting a repeatable end user training session with a PowerPoint presentation.

QUALIFICATIONS

- High school diploma or equivalent
- At least four years background in Information Technology including troubleshooting desktop and laptop issues not limited to bad hard drives, viruses/malware, memory, motherboard issues, monitors, peripherals, and M.S. Office and Windows software from XP up to Win 7. The manager must be capable and have some experience installing switches, installing and configuring a basic firewall, managing DNS/changing DNS and MX records, and preferably, but not required, some experience with Microsoft BPOS or other cloud computing applications
- Excellent written and oral communications skills
- Excellent customer service skills
- Some supervisory experience and desire to be a manager
- Coaching and mentoring experience
- Developing career paths for subordinates
- Problem resolution skills
- Conflict management
- Strong organizational skills
- Ability to conduct a repeatable training session effectively and professionally

Preferred but not required:

- College education (Management/I.T.) and Certificates
- Project management experience
- Risk Management and Change Control Experience

Attitude and work ethic:

- Must have enthusiasm and the drive to succeed
- Must be self motivated
- Must pay attention to detail
- Must be reliable
- Must have excellent problem solving skills
- Must be professional in both appearance and demeanor

To be considered, please submit your application at www.denalitek.com