

Need End User Computing (EUC) Service...



Vikas 2 posts since

Jan 15, 2010 Hi,

I am looking for a End User Computing (EUC) Service Delivery Lead for our client in CT.

Anyone interested in this exciting new opportunity, please contact me.

For further information, please Contact : Vikas Kanoongo | IdeaReboot | vkanoongo@ideareboot.com | Work: 315.683.3001

Here is the Link for complete JD:

<http://www.jobmagic.com/xmlCache/facebook/2010/01/13/2593.html>

Title: End User Computing (EUC) Service Delivery Lead

Location: Westport, CT

Tax Term: Fulltime / Contract / Contract to Permanent

About Client: Our Client manages global investments for a wide array of institutional clients, including foreign governments and central banks, corporate and public pension funds, university endowments and charitable foundations.

Position Summary:

The End User Computing Service Delivery Lead is responsible to deliver consistent, quality end user products and services to customers within SLA. These products and services include but are not limited to hardware (ex. desktops, laptops, etc), software (OS, applications, etc), and user account operations (ex. account and mailbox creations, folder creation and permissioning, etc). The lead will fulfill these responsibilities by managing an operations team and ensuring processes, policies, and procedures are adhered to; measuring and monitoring output to ensure quality and services levels are met and improved; assisting in optimizing existing and establishing needed process, policies, and procedures; and interfacing with customers and engineers to improve services provided.

The End User Computing Service Delivery Lead will work closely with the End User Computing engineering lead who is responsible envisioning, designing, and building the needed end user products and services. The engineering lead fulfills these responsibilities by establishing the needed tools, technologies, and core processes and policies required and then by working with the Service Delivery lead to ensure these products and services are delivered as designed. As this engineering group establishes changes (ex. new or updated tools, processes, etc), the Service Delivery Lead will work to ensure these changes are successfully incorporated by the Service Delivery Operations group. As the Service Delivery Lead identifies needed changes (ex. missing tool or processes, broken tool or process, etc), the Delivery Lead will work with the engineering group to ensure the need is properly addressed.

Responsibilities would include:

- Ensuring / enforcing service levels and service offerings for end user computing
- Ensuring / enforcing fulfillment of standard processes, policies and procedures for:
 - o End user technology platforms, including hardware, software and user setups
 - o Distribution and deployment services, including software packaging and distribution

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- o User account operations
- o Sustained engineering of end user computing service offerings
 - Ensuring satisfaction of customers with service offerings and service levels
 - Maintaining / administering and report on capacity of end user computing services (i.e. SLAs, Inventory levels etc...)
 - Monitoring / measuring and report on service levels
 - Envisioning and creating roles and responsibilities of end user computing service delivery team members
 - Hiring and managing end user computing service delivery team members
 - Testing / validating new processes, policies and procedures for end user computing services and support
 - Testing / validating new technologies for end user computing services and support
 - Ensuring / enforcing adherence to change processes, policies and procedures
 - Assessing, communicating and ensuring prioritized mitigation of operational risks to the service

Position Requirements:

- Experience working with desktop and server provisioning in a mid to large enterprise environment
 - o Imaging/Provisioning Systems Solutions (LANDesk experience preferred)
 - o System virtualization (VMware experience preferred)
 - o Familiarity with Desktop and Server Hardware (Dell preferred)
 - o Working knowledge of inventory control
 - o Must have working knowledge of Microsoft desktop and server OS
 - o Experience troubleshooting hardware, software, network permission problems (Tier 2 or Tier 3 Help Desk level of understanding)
- Has strong end-user/customer support knowledge, with a high sense of responsibility and steadiness / excellent judgment under pressure
 - Can communicate clearly and excellently with a wide variety of people / functions
 - 5-7 years minimum of professional experience in infrastructure, computer builds, deployment, system provision, support administration including 2-3 years of people management experience
 - Must be able to effectively lead, develop, mentor, and manage teams
 - Has a strong understanding of operations management and demonstrated leadership capabilities.
 - Project management (able to prioritize, track things relative to a timeline, keep multiple streams running at the same time, understand how multiple streams weave together to achieve a larger goal)
 - Process engineering (understands how to design, implement and evaluate a new process)
 - Experience with and a passion for driving continuous improvements

Regards,

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Vikas Kanoongo

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