QCR Holdings, Inc.
Job Description

TITLE: Endpoint Management Engineer
REPORTS TO: AVP, End-User Services
DEPARTMENT: Information Technology
LOCATION: Quad Cities, Cedar Rapids, or Des Moines

JOB SUMMARY:
The objective of the Endpoint Management Engineer position is to provide technical expertise and to manage the day-to-day SCCM environment in support of the End-User Services team. The Endpoint Management Engineer will be responsible for designing, deploying, configuring, and supporting endpoint technologies in a distributed environment. This role will be responsible for the Windows Operating System image, application packaging with automated installation, and desktop patch management for the entire QCRH environment.   This role will also create and follow industry best practices, processes and procedures, including documentation and testing standards prior to deployment. The Endpoint Management Engineer will also be responsible for Mobile Device Management (MDM) leveraging Microsoft InTune. In addition, this position will provide operational support for package development, deployment, and configuration management.

ESSENTIAL FUNCTIONS:
- Design, implement and support a standardized endpoint management solution across QCR Holdings to manage Windows and mobile devices
- Uses a variety of tools and techniques to standardize desktop operating systems and application configurations across the enterprise
- Deliver modernized servicing plans that ensure endpoints are kept current on OS, Driver, Patch, and Firmware
- Work closely with the IT Security Team to ensure adherence to security requirements
- Packages and deploys software and security updates to endpoints
- Automation of normal, repetitive tasks via scripting and/or remote deployment methods
- Create, update, and troubleshoot Windows OS images for deployment
- Monitors for and remediates deviations from configuration standards
- Recommending and implementing policies and standards, and ensuring adherence to security procedures
- Implement and maintain Mobile Device Management (MDM) utilizing Microsoft InTune
- Auditing and reporting of hardware and software inventory
- Research and resolve a wide variety of technical issues and participate/lead problem resolution efforts
- Identifies opportunities to improve IT services and, in collaboration with the team, executes on those opportunities
- Create and update technical documentation as it relates to endpoint management
- Create, document, and follow testing standards using industry best practices
- Follow standard change control processes
- Helps lead research and develop new technology, tools, and scripts to support desktop computing and the end user desktop experience

QUALIFICATIONS:
- Bachelor's degree in Information Technology related field, or documented equivalent experience
- Extensive knowledge and/or prior experience with Microsoft SCCM, Endpoint Manager and InTune
- Thorough understanding of Microsoft SCCM, Endpoint Manager and InTune
- Understanding of Active Directory; including replication, GPO, and DNS
- Strong understanding of enterprise anti-virus solutions (Cisco AMP), endpoint data protection, and encryption
- Able to work effectively under deadlines in a fast-paced, changing environment
- Strong analytical, troubleshooting, and problem-solving skills
- Team player with excellent verbal and written communication skills
- Exceptional organizational skills and attention to details