

Responsibilities

- Research and oversee initiatives/programs to improve and enhance end user computing capability within the organization.
- Understanding of Google Workspace, Directory Services, Unified Endpoint Management, Endpoint Privilege Management, Messaging, & Collaboration, SAML/OAuth Authentication, Windows/Mac Management, IT Helpdesk.
- Worked with a team of L1/L2 desktop engineers to take care of end user issues.
- Develop and execute strategy for End User Computing.
- Deploy and maintain Unified Endpoint Management & Local Admin Password/Privilege Solution to endpoints.
- Basic understanding of system, network and cloud administration.
- Ability to troubleshoot technical issues.
- Deep understanding of windows desktop and policies.

Requirements

- 3-5 years of IT experience.
- Knowledge of IT operations, architecture, networks, products and security standards.
- Experience in end user computing - able to prepare threat profile to identify, quantify and address security risks.
- Familiar with common tools to manage endpoints.
- Technically hands-on and curious about inner workings of technologies. Candidate shall possess experience with AD/AAD/ADFS, Google Workspace, UEM, EPM/LAPS, and AV/EDR tools.
- Strong analytical, conceptualisation and problem-solving skills.
- Communications and interpersonal skills for stakeholder engagement. This should include good writing and presentation skills.
- Able to work independently and in teams.
- Relevant qualifications in End Point Management or Computer Science/Engineering.
- Certified in Microsoft 365 Certified Expert, VMware VCAP/VCIX or equivalent.