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DIOCESE OF CHARLOTTE  
OFFICE OF TECHNOLOGY SERVICES

**POSITION TITLE:** Endpoint Manager  
**DEPARTMENT:** Technology Services Department (215)  
**REPORTS TO:** Technology Manager  
**FLSA:** Exempt

**POSITION SUMMARY:**

Endpoint Manager works with Microsoft Endpoint Manager system a.k.a. Intune to create deployment packages for computer upgrades and patches; tests packages in lab environment before deploying to end user computers. Deploys patches, upgrades, and applications to user community via various tools. Manages antivirus/anti-malware systems and deployment of software. Responsible for network access system for endpoints, limiting access for guest computers, BYOD, and IoT devices. Endpoint Manager collaborates with peer Technology Services employees to ensure computers operate as expected in the organization. Reports to Technology Manager.

**ESSENTIAL FUNCTIONS:**

- Responsible for deploying the standard, approved Windows image on new and old computers
- Manage the organization's mobile device management (MDM) system to deploy images, patches, updates, and upgrades
- Manage the organization's network access control system ensuring only approved devices can access network resources and/or have guest role access
- Manage the organization's antivirus and anti-malware systems ensuring all computer devices have the latest version of software
  - Works with PC Support and user community when threats are found quarantine and eliminate issues as they arise
- Applies updates and upgrades to all cloud and on-premises servers

**OTHER RESPONSIBILITIES:**

- Work as part of a team including as a project team member when applicable
- Schedules regular updates and patches communicating the timing for updates
  - Works with MACS and CCDOC Technology Coordinators for remote access to stored computers and computers that are "off network"
- Make recommendations for processes, systems, and tools that enhance the capabilities of the role
- Look for opportunities to automate tasks for this position
- Make recommendations and decisions to improve and enhance network security

**EDUCATION, EXPERIENCE AND SKILLS:**

**Required:**

- Microsoft Azure Certification (MCSE: Cloud Platform and Infrastructure or equivalent)
- Minimum 3 years' experience in a PC Support or desktop support role or similar position supporting computing endpoints
- Possesses strong knowledge of technology standards, equipment, and functionality within an organization
- Has extensive knowledge of Windows 10, Windows 11, Mac, iOS, Chrome OS
- Has experience with antivirus solutions; MDM systems; NAC systems
- **Preferred:** 4-year degree in Computer Science or equivalent



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**WORKING ENVIRONMENT:**

Some evening and weekend work may be required.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Ability to stand and/or sit for extended periods. Ability to lift/move bulky objects weighing 50 pounds or more may be required.

\*Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

\*\*Qualified candidates must possess a valid driver's license and reliable transportation.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

Effective Date: