



Human Resources
411 Farwell Avenue
South Saint Paul, MN 55075
651-552-5253
hr@sportsmansguide.com

Desktop Specialist

We have a fantastic opportunity for a Desktop Specialist within our IT department. In this role you will be responsible for planning, coordinating, implementing, and supporting, in cooperation with the infrastructure team, all personal computer (PC) compatible systems and peripherals that support the Company's personal computer needs.

Other responsibilities include:

- Provides technical support to all users contacting the Information Technology (IT) Service Desk. Identifies and troubleshoots problems in a timely manner, seeks assistance for problems that cannot be resolved and maintains appropriate communication to the user and/or management until the problem is resolved.
- Maintains an accurate inventory of desktop computing equipment, including serial numbers, licensing and configuration information. Ensures inventory information is in a format that can be searched and reported on
- Manages operating system and application deployment and upgrades. Creates procedures, policies and systems required for operating system and application deployment.
- Stays current with known system issues pertaining to operating systems or software conflicts. Stays current with capabilities of desktop operating systems and end-user devices utilizing research techniques and test lab environments.
- Oversees and maintains a strategic roadmap for all workstations and printers, including: making policy recommendations, directions and timelines, managing approved budget, analyzing and making recommendations for purchases based on need or lifecycle for hardware and software.
- Works with IT staff on the integration of technologies to enhance application and network users' productivity.
- Provides leadership in configuration and bench testing new end user equipment to ensure unit meets company specifications. Plans and executes desktop projects, manages and prioritizes IT Service Desk tickets and provides various reports to management.
- Keeps the supervisor informed of important developments, potential problems, and related information necessary for effective management. Coordinates and communicates plans and activities with others, as appropriate to ensure a coordinated work effort and team approach.
- Provides on-call, after hours support as needed.
- Performs related work as apparent or assigned.

Minimum Education, Experience and Knowledge:

- Bachelor's degree, specialized IT training or equivalent work experience.
- At least 2 years desktop hardware and software support required.
- At least 2 years of related work experience in managing Windows Desktop Operating Systems and Applications
- Experience with Operating System Deployment required.
- Experience with Application packaging, maintenance and deployment required.
- Experience with SCCM (System Center Configuration Manager) preferred.
- Macintosh and Apple product experience in an enterprise setting a plus.
- Experience troubleshooting a wide variety of hardware and software problems and supporting end users.
- Excellent organizational skills and time management skills.
- Ability to work independently and responsibly.
- Ability to communicate effectively, both orally and in writing, with a wide variety of Company personnel.
- Availability and willingness to work irregular hours.

The Sportsman's Guide offers an excellent compensation/benefits package; including medical, dental, vision, 401(k), PTO and fantastic merchandise discounts. Please email your resume along with salary requirements to hr@sportsmansguide.com.

SPORTSMAN'S GUIDE CORE VALUES Hungry for Growth • Prudent Risk Taker •
Can-Do Resourceful Spirit • Embrace Fun • Respect the Individual • Open to Change