

Liberman Broadcasting, Inc.

Job Title Desktop Support Manager

Job Summary

We are Liberman Broadcasting, Inc. ("LBI") the largest privately-owned Spanish broadcasting company with TV and radio stations operating in California, Texas and Utah. We are looking for a well-rounded, top performer who can be a key contributor in a high-energy growth environment. The Desktop Support Manager will help manage and troubleshoot day to day desktop operations. The successful candidate will possess initiative and drive, be customer oriented, have broad relevant technical knowledge with good management and interpersonal expertise and have excellent written and verbal communication skills.

The Desktop Support Manager will not only manage the desktop team but will also help to resolve IT issues and helpdesk tickets throughout the Company. The Desktop Support Manager will report directly to the VP of Information Technology. LBI is an Equal Opportunity Employer.

Summary of essential job functions

- * Develop Desktop Support strategy in support of the Company's objectives.
- * Manage Desktop inventory and apply asset control.
- * Direct, control, and motivate the staff of the Desktop Support Team.
- * Provides and monitors service delivery to ensure the agreed targets and standards are met.
- * Oversee the installation and maintenance of all Desktops, Laptops, PDA's and other IT equipment as requested by the VP of IT.
- * Act as the primary liaison between the different departmental units and the Desktop Support Team.
- * Communicate with other departments regarding desktop issues.
- * Oversee the investigation of all discrepancies related to Desktop Support.
- * Maintain a close working relationship with the VP of IT and perform other tasks as assigned.

Minimum requirements

- * Bachelor's degree in computer science or related field and seven years work experience in the computer field with two years minimum of experience as a Desktop or Helpdesk Manager.
- * Strong analytical and logical problem solving skills.
- * Excellent organizational, interpersonal, and communication skills.
- * Excellent software, analytical and management skills.
- * Experience thinking critically about systems and workflow, and identifying needs for development.
- * Attention to detail, organized and thorough, with desire for continuous improvement.
- * Documented working experience with Microsoft Windows Environment, including MS-SQL 2000 and Microsoft.
- * Expertise and experience in Exchange Server 2003 and 2007, and Windows Server 2003 as well as Internet Information Server. Strong proficiency in all Microsoft Office products, particularly Microsoft Outlook. Proficiency in the installation, setup and use of Great Plains accounting software is a plus. Proficiency in spam prevention and all data-com wiring is preferred.
- * The ability to meet deadlines and work under pressure.
- * Valid CA Drivers License with good driving record and insurance.

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Abilities Required

Bilingual (English/Spanish) is preferred but not required. Candidate must have the ability to lift 50 pounds, bend, twist, pull, push, and work on ladders and in confined spaces. Successful candidate will be required to be on-call 24/7 and may be required to do some air travel and commuting within Southern California.

Contact

Interested candidates must submit a resume to: Liberman Broadcasting, Inc, 1845 Empire Ave., Burbank, CA 91504 Attn: David Muñoz, Jr., Director of Human Resources. / www.lbimedia.com / dmunoz@lbimedia.com
/ fax: (818) 729-5674

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.