



## Director of Infrastructure and End User Computing – Buffalo, NY

National Fuel is seeking a **Director of Infrastructure and End User Computing** for an outstanding career opportunity in our **Information Technology** department at our Williamsville, NY headquarters. National Fuel is proud to have an inclusive workplace where hard work is rewarded and promotion from within is supported. We offer exciting career opportunities for talented and ambitious job seekers and encourage you to apply today.

### PRIMARY RESPONSIBILITIES:

#### Infrastructure Oversight:

- Manage enterprise-wide network and compute services, including on-premise and cloud environments.
- Oversee voice and telecommunications systems, including call management, voice messaging, and related services.
- Develop and maintain disaster recovery and business continuity plans for all infrastructure components.
- Collaborate with Information Security to maintain compliance with patching, hardening, and remediation protocols.

#### End User Computing:

- Direct the end-user computing environment, including desktops, laptops, mobile devices.
- Oversee standard application deployment and automated asset management processes for all end-user devices.
- Ensure continuous adoption and optimization of Microsoft 365 services, including Teams, SharePoint, and collaboration tools.

#### Service Desk Leadership:

- Provide oversight for tier 1, 2, and 3 support delivered through help desk calls and support tickets.
- Manage onboarding processes and end-user support for hardware/software issues.
- Lead the Service Desk function focused on endpoint patching and project-based work such as:
  - Windows Autopilot deployments
  - Migration to cloud-based MDM policy management
- Ensure successful implementation and support of enterprise collaboration platforms within the M365 portfolio.
- Strategic Responsibilities
  - Contribute to the Infrastructure and End User Computing Strategy and Roadmap, aligning with organizational scalability and digital transformation goals.
  - Manage vendor relationships, including contract negotiations and performance oversight.
  - Monitor and report on IT risks, controls, and compliance related to infrastructure and end-user services.

### MINIMUM QUALIFICATIONS:

- Bachelor's degree in Computer Science, Information Systems, or related field.
- 10+ years of progressive IT experience, including infrastructure and end-user computing leadership roles.
- 5+ years managing technical teams supporting complex, multi-site environments.
- Proven ability to lead infrastructure transformation initiatives and drive operational excellence.
- Strong knowledge of cloud technologies (AWS, Azure), networking, virtualization, and end-user computing platforms.
- Experience with Microsoft 365 administration, endpoint management, and collaboration tools.
- Exceptional leadership, communication, and decision-making skills.

### PREFERRED QUALIFICATIONS:

- Master's degree or MBA preferred.
- Experience in highly regulated industries such as utilities, finance, or healthcare.
- Familiarity with Windows Autopilot, Intune, and enterprise patching solutions.
- Knowledge of telecommunications systems, radio tower infrastructure, and unified communications.
- Strong vendor management and contract negotiation experience.

### ABOUT NATIONAL FUEL:

National Fuel is a diversified energy company headquartered near Buffalo, NY. Our employees continue to be the most important part of our Company and have made us who we are today. We are dedicated to the communities in which we live, work, and have 2,000+ employees in Western NY and Northwest PA. National Fuel is proud to have an inclusive workplace where diversity is valued, hard work is rewarded and promotion from within is supported. We offer exciting career opportunities for talented and ambitious job seekers and encourage you to apply today.

### COMPENSATION AND BENEFITS:

The base salary range for this position is \$160,000 – \$180,000.

*This job posting contains a pay range, which represents the range of pay that National Fuel believes, in good faith, at the time of this posting that it might be willing to pay for the posted job. The specific base pay offered to a successful applicant will be based primarily on relevant professional experience. Other components that may be considered include: individual qualifications, licensures, industry specific experience, education and market demands for specialized skills. The pay range is subject to change at any time based on various internal and external factors. Exempt positions will also be eligible for an Annual Cash Bonus Plan.*

National Fuel offers a comprehensive benefits package including the following:

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| • Medical and Prescription Drug Coverage    | • Paid Company Holidays                  |
| • Dental Coverage                           | • Parental Leave for Mothers and Fathers |
| • Vision Coverage                           | • Tuition Reimbursement                  |
| • 401(k) with Company Match                 | • Life Insurance                         |
| • Company Funded Retirement Savings Account | • Long Term Disability Insurance         |
| • Flexible Work Schedule                    | • Flexible Spending Account              |
| • Paid Time Off                             | • Charitable Giving Programs             |



#### HOW TO APPLY

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Any candidate offered a position with National Fuel will be required to successfully complete a pre-employment drug test. For confidential consideration, please submit your resume and cover letter (preferably in PDF format) by **February 23, 2026**, to [jobs@natfuel.com](mailto:jobs@natfuel.com). Please reference position **#26-013NY** in the subject line of your email.

**National Fuel is a proud equal employment opportunity employer. We believe our differences makes us all better, pushing us to look at things differently while enriching our own personal life experiences. That's why we're committed to building a diverse workforce and an equitable and inclusive work environment.**

**We celebrate diversity and do not discriminate based on race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, national origin, disability, veteran status, or any other legally protected basis**