Senior IT Specialist, CAS Administrative Operations
University at Buffalo, The State University of New York

Job Title	Senior IT Specialist, CAS Administrative Operations
Department	CAS Administrative Operations
Institution	University at Buffalo, The State University of New York Buffalo, New York
Date Posted	Sep. 26, 2023
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Job Website	https://www.ubjobs.buffalo.edu/postings/45491
Apply By Email	
Job Description	

Position Summary

The **College of Arts and Sciences** at the University at Buffalo is seeking a **Senior IT Support Specialist**. In this role you work as part a team to provide advanced software packaging skills, imaging and end-user support for the Windows desktop environments. Core responsibilities will be focused on Windows desktop/server lifecycle support. This position interfaces with University faculty, staff, business partners and students.

As a Senior IT Support Specialist, you will:

- Provide advanced systems support to local and remote users: Support complex, mission-critical Windows systems and services

- ○ Carry out higher-level responsibilities for the entire desktop lifecycle – deploy, inventory, deliver, install, maintain/support, decommission and disposal
- ○ Troubleshoot and resolve complex, unprecedented technical issues; track & record all work
- ○ Ensure system security and compliance with University standards and regulations
- ○ Write, revise, and edit user and technical reference documentation
- ○ Collaborate closely with other team members: Take shared responsibility for daily and project level team duties, obligations, and procedures to achieve excellent outcomes

Outstanding Benefits Package

Working at UB comes with benefits that exceed salary alone. There are personal rewards including comprehensive health and retirement plan options. We also focus on creating and sustaining a healthy mix of work, personal and academic pursuit – all in an effort to support your work-life effectiveness. Visit our benefits website to learn about our **benefit packages**.

About The University at Buffalo

The University at Buffalo (UB) #ubuffalo is one of America's leading public research universities and a flagship of the State University of New York system, recognized for our excellence and our impact. UB is a premier, research-intensive public university dedicated to academic excellence. Our research, creative activity and people positively impact the world. Like the city we call home, UB is distinguished by a culture of resilient optimism, resourceful thinking and pragmatic dreaming that enables us to reach others every day. Visit our website to learn more about the **University at Buffalo**.

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

Minimum Qualifications

- A minimum of an associates degree with 5 years of experience, a combination of degree, certification and experience will be considered in lieu of the experience requirements.
- Experience in front-facing Information Technology Customer Service environment.
- Proven experience with Windows systems administration, systems implementation and support.
- Proven ability to manage competing priorities, be deadline-driven, and demonstrate a commitment to learning new skills as needed.

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Preferred Qualifications

- SCCM or similar Enterprise Device Management System experience.
- Experience with most of the following or similar: MS 365, Zoom, Microsoft Teams, Panopto, BOX, MS OneDrive, WindowsOS Pro or Enterprise (10,11), Windows scripting technologies (Powershell).

Physical Demands

- Frequently moves computer equipment weighing up to 50 pounds across campus with the assistance of a dolly or cart.
- Requires travel to support across-campus sites: A valid driver's license to operate a motor vehicle is required or candidate must otherwise demonstrate his/her capacity to meet the transportation requirements of the position.
- Requires an on-campus presence

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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