

IT Support Technician
University at Buffalo, The State University of New York

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Posted Feb. 7, 2024, set to expire Aug. 4, 2024

Job Title	IT Support Technician
Department	IT Customer Service
Institution	University at Buffalo, The State University of New York Buffalo, New York
Date Posted	Feb. 7, 2024
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/47978
Apply By Email	
Job Description	

Position Summary

The University at Buffalo, [IT Customer Service Department](#) (ITCS) is looking for an **IT Support Technician**. Our IT Support Technicians are technical problem solvers with a passion for exceeding expectations. This highly visible role serves as the face of IT support for administrative departmental customers. You will have access to escalation matrices, tools, technologies, and resources for delivering quality results quickly.

Duties and Responsibilities include:

- Work with central administrative staff of all levels to coordinate and provide VIP level support.
- Provide technical support for onsite and offsite presentations, events, and meetings including

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- connectivity, communication, and basic meeting A/V.
- Assist with Root Cause Corrective Analysis investigations.
- Train users in the proper use of hardware and software such as Microsoft 365 and Zoom.
- Perform operating system and application package upgrades, installations, and reconfiguration on user endpoints.
- Work as a member of a team in Windows and macOS environments providing technical support for client endpoints and related technology.
- Work in a rotation-based environment with different support focus including the University executive suites.

About UBIT:

It is a great time to join UB Information Technology (UBIT)! Our staff are highly skilled and motivated to succeed and have cutting-edge training and technical resources at their disposal. For more information about UBIT visit our [website](#). All the duties & responsibilities listed above continue to occur in a 24x7 environment, therefore, working extended hours, holidays, or varied hours may be required.

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.

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Minimum Qualifications

- Bachelor's degree with 2 years of experience or a combination of education and experience will be considered
- Experience diagnosing problems and performing maintenance on computers, wireless devices, application software, operating systems and related instructional devices
- Experience with Windows and macOS endpoint support including standard productivity and collaboration tools (MS 365 (outlook, office), Zoom/Teams)
- High level of professionalism and Excellent communication and customer service skills
- Must have a valid NYS driver's license or the ability to meet the transportation needs of the position
- Applicants must be authorized to work in the United States on a full-time basis. We are unable to sponsor or take over sponsorship of an employment Visa at this time.

Preferred Qualifications

- Experience with desktop support in a higher education environment
- Basic network experience and troubleshooting (ie DNS, DHCP)
- Basic user and endpoint management experience (ie AD, Intune, SCCM, Jamf)

Contact Information

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

Contact

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