

Principal IT Client Support Specialist  
Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=231438>

Downloaded On: May. 9, 2024 1:10pm

Posted Feb. 26, 2024, set to expire Dec. 31, 2024

<b>Job Title</b>	Principal IT Client Support Specialist
<b>Department</b>	
<b>Institution</b>	Tufts University Medford, Massachusetts
<b>Date Posted</b>	Feb. 26, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Information Technology
<b>Job Website</b>	<a href="https://jobs.tufts.edu/jobs/20207?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys">https://jobs.tufts.edu/jobs/20207?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

## Overview

The Principal IT Client Support Specialist is responsible for providing effective Tier 2-3 frontline client support and deskside assistance for scientific laboratories at Tufts using available technical tools, such as the knowledge base, remote management suite, and a service-management database.

Tufts has 3 main campuses: Medford/Somerville, Boston, and Grafton with clinics, hospitals and public, instructional, and computer and research labs in a multiple building setting, plus approximately a dozen remote sites. The successful candidate for this position must be able to travel within the

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Boston/Cambridge/Somerville/Brookline area (via public transit is acceptable).

### What You'll Do

#### Basic Requirements:

- The knowledge and skills that are typically acquired through a Bachelor's Degree and 5+ years of experience or a High School diploma and 7+ years of experience in the direct delivery of IT support and network services.
- Expert technical skills in the configuration, installation, and troubleshooting of Microsoft Windows & macOS, Microsoft Office Suite, email and web clients, Antivirus software, TCP/IP, and imaging software and well as experience troubleshooting peripherals (printers, scanners) and handheld devices (mobile, tablets, PDAs).
- Expert experience in supporting a research intensive environment, i.e. scientific laboratories.
- Strong technical skills in remote desktop management tools, such as Ivanti/LANDesk Management Suite, Microsoft SCCM/MECM, Microsoft Intune, JAMF Pro/Casper, or Bomgar, etc.
- Strong knowledge of desktop security and standards (security/networking).
- Strong knowledge of trouble ticket systems (e.g. Service Now, ZenDesk, Remedy)
- Knowledge of local area networks and network administration.
- Significant experience with backup strategies, WINS, DHCP, DNS, and TCP/IP.
- Demonstrated expert experience in four or more of the following:
  - Unix/Linux installation, configuration and troubleshooting including Redhat, Ubuntu and Mandriva distributions.
  - Endpoint Systems Management (e.g. MS SCCM/MECM, MS Intune, Ivanti, BigFix Tivoli, Altiris, Kace, etc.) software deployment and patch creation.
  - Configuration, setup, and support of laboratory instrumentation and complex lab functions in a sciences/research setting.
  - Significant experience implementing endpoint security processes and protocols (scanning, data gathering, forensics, incident response management).
  - Virtual Desktop Infrastructure or Virtual Application technology (e.g. VMWare, Citrix).
  - Successful development and delivery of a major training and documentation initiative related to technology.
  - Advanced support in a clinical environment.
  - Providing dedicated advanced support to large group of executive/VIP clients with specialized, non-standard technology needs.
  - System and Application administration for department-level technologies (e.g. database applications, business process applications, web administration, etc.).
  - Experience with IMAP, LDAP, Microsoft ActiveSync, Active Directory and group policies, data recovery tools, Microsoft Exchange, WINS, DHCP, DNS, and TCP/IP.

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- Excellent communication and customer service skills are a must in this dynamic customer facing role.
- Strong organizational and attention to detail skills are a vital part to the overall success of people in this position.
- Demonstrated ability to deliver professional customer service, end user training and consultation, effective team and project work.
- Willingness to mentor junior staff and provide training on technical topics.

### What We're Looking For

#### Preferred Qualifications:

- MSCE, A+, Network +, CCNA, ACMT, ITIL or other industry standard certifications.
- Experience providing technical support and services to classroom and computer lab environments.

### Pay Range

Minimum \$35.10, Midpoint \$41.75, Maximum \$48.40

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

### Contact Information

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

#### Contact

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