

**Client Support & WEB Developer**  
**University at Buffalo, The State University of New York**

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Posted Mar. 11, 2019, set to expire Jul. 11, 2019

<b>Job Title</b>	Client Support & WEB Developer
<b>Department</b>	School of Social Work
<b>Institution</b>	University at Buffalo, The State University of New York Buffalo, New York
<b>Date Posted</b>	Mar. 11, 2019
<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
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**Job Description**

**Position Summary**

The University at Buffalo Graduate School of Social Work is seeking an Instructional Support Technician. The Instructional Support Technician provides IT technical support to the school's instruction, research, and public service missions.

In this position, you will:

- Work as a member of an IT team in a Windows 10, Windows Server, iOS, and Android environment providing technical support.
- Perform a variety of computer-related support tasks and respond to IT helpdesk work orders.
- Provide support for the school's desktop refresh and equipment purchase by imaging, deploying, personalizing, and maintaining computers.
- Create and maintain ASP code modules.
- Create and maintain ASP code to update MS Access databases.
- Provide end-user assistance involving analysis, identification of problems or needs, implementing

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solutions, and required system adaptations.

- Implement and support UB security policies.
- Perform other duties relevant to the area of technical and software support within the school (e.g., tracking the resolution of technical issues, authoring documentation, and identifying processes for continued service improvement).
- Use current IT tools: Symantec SEP, Symantec Ghost, Microsoft SCCM, Spirion, Cisco WebEx, Cisco VPN, Office 2019, Lansweeper, Ivanti Patch for Windows, Box, and in-house tools.
- Report to the Director Technology Services.

The nature of the position requires analytical thinking skills and the ability to troubleshoot and resolve problem. Successful candidate will have a strong customer service orientation, with the ability to anticipate customer needs. Effective time management and the ability to prioritize are essential, as multiple technical issues may arise with little or no warning.

The Instructional Support Technician must continually remain proficient in state-of-the-art-technology for relevant computing platforms, operating systems, applications, procedures, and techniques.

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

- Bachelor's degree in MIS, Computer Science, or a related field is required.
- At least two (2) years of experience providing face-to-face end user technical support.
- A general understanding of TCP/IP, Active Directory, Windows Server, and Desktop GPOs.
- Working knowledge of ASP IIS WEB coding.
- Working knowledge of MS Access database
- Working knowledge of HTML/JavaScript.
- Demonstrated ability to diagnose problems and perform maintenance on personal computers, notebook computers, wireless devices, application software, operating systems, and related peripheral devices.
- Experience implementing secure computing technologies and practices (e.g., disk encryption, anti-virus, firewalls, GPO security polices, automated patching, configuration profiles, and file system permissions).
- Proficiency with Microsoft Outlook, Word, Excel, Access, and other Microsoft Office productivity tools.
- Strong analytical skills, organizational skills, and written and verbal communication skills
- Ability to multi-task, with proven problem solving skills, and ability to prioritize assigned work.
- Self-management and interpersonal skills are required
- Analysis, design, and programming/scripting experience with client-server technologies.

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- Strong organizational skills, attention to detail, and the ability to work independently and on a team are critical.

**Preferred Qualifications**

- Experience in a higher education setting is preferred.
- Microsoft SCCM.
- Tripwire
- Symantec SEP.
- Graphic creation and editing.
- PowerShell and command scripting.
- SQL language.

**Contact Information**

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

**Contact**