

IT Customer Service Analyst  
University at Buffalo, The State University of New York

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Posted Mar. 13, 2019, set to expire Jul. 13, 2019

<b>Job Title</b>	IT Customer Service Analyst
<b>Department</b>	IT Customer Service
<b>Institution</b>	University at Buffalo, The State University of New York Buffalo, New York
<b>Date Posted</b>	Mar. 13, 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
<b>Apply Online Here</b>	<a href="http://www.ubjobs.buffalo.edu/postings/18850">http://www.ubjobs.buffalo.edu/postings/18850</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

**Position Summary**

The IT Customer Service Analyst provides end-user technical support for university students, faculty, staff, and other affiliated personnel. Must be able to interpret customer reports to understand and resolve the issue, or relay specific and correct data to the appropriate area for resolution. Responds to customer inquiries in a professional manner with an appropriate sense of urgency.

- Works as a member of teams providing technical support to triage, resolve, and escalate reported issues and requests
- Working from a central or satellite location and often in a call center environment, assists customers with software downloads, email set-up, mobile device configurations, network connectivity and registration, accounts and passwords, and various other IT systems and applications
- Builds relationships across the IT organization to better facilitate the understanding, communication, and resolution of service interruptions
- Is an advocate for our customers to ensure they receive high-quality and timely support from the

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entire IT organization

- Responds to end-user inquiries regarding the status of tickets, and performs follow-ups
- Accurately records and documents all work per local guidelines and ITSM best practices
- May directly or indirectly supervise student employees
- Contributes to the creation and maintenance of FAQ documents, knowledge articles and user guides

Applicants must be currently authorized to work in the United States on a full-time basis.

All duties and listed above occur in a 24x7 environment, therefore, as part of your professional obligation, working extended hours, holidays, and varied hours may be required.

The mission of UB Information Technology's is "to advance UB's mission of excellence in research, teaching, and service through the innovative and effective use of Information Technology." UBIT includes nearly 400 talented and collaborative professionals. UBIT supports the university's goals for impactful research, educational experiences, engagement and economic development, and a 21st-century campus environment. To that end, UBIT partners with the campus community and leads the evaluation, implementation, and operation of all IT services.

It is a great time to join UBIT. Over the last four years, VPCIO and UBIT have focused on modernizing the core IT infrastructure. These strategic enhancements have resulted in a world-class technology environment. In addition, UBIT staff are highly skilled and motivated to succeed and have cutting-edge training and technical resources at their disposal.

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 Bachelor's degree with experience in supporting customers in a technical role or an Associate's degree and two years directly related experience.

- Demonstrated ability to work with people having a broad range of skill levels and disciplinary backgrounds
- Demonstrated patience and emotional intelligence
- Proficiency with Microsoft Outlook, Word, Excel and other Microsoft Office productivity tools
- Strong technical aptitude, demonstrated analytical and organizational skills
- Excellent written and verbal communication skills – this should include the ability to communicate technical information to others with less, or little, technical knowledge
- Ability to diagnose problems and suggest preventive maintenance on desktop computers, notebook

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computers, and other mobile devices

- Self-motivated professional able to work in a diverse, fast-paced and dynamic environment
- A history of excellent customer service, troubleshooting, communication, and time management skills

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### Preferred Qualifications

Bachelor's Degree in Technical field

- Previous IT Help Desk experience
- Experience related to IT support in higher education
- Relevant certifications such as HDI-CSR, CompTIA A+, ITIL Foundations, as well as vendor and technology specific training
- Experience in troubleshooting computer software and hardware failures and identifying network problems
- Familiarity with workstation management and deployment tools
- Familiarity with using Microsoft Active Directory to manage users, groups and computers
- Experience with Virtual Desktop technology

### Contact Information

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

### Contact