

VandalCard Services Supervisor
University of Idaho

Direct Link: <https://www.AcademicKeys.com/r?job=123741>

Downloaded On: Jul. 20, 2019 6:50pm

Posted May 23, 2019, removed Jul. 16, 2019

Job Title	VandalCard Services Supervisor
Department	
Institution	University of Idaho Moscow, Idaho
Date Posted	May 23, 2019
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Student Services Information Technology
Apply Online Here	https://apptrkr.com/1469697
Apply By Email	
Job Description	

University of Idaho

VandalCard Services Supervisor

Location: Moscow

Division/College: Technology

Employee Category: Classified

Pay Range: \$17.95 per hour or higher depending on experience

Full/Part Time: Full Time

VandalCard Services Supervisor University of Idaho

Direct Link: <https://www.AcademicKeys.com/r?job=123741>

Downloaded On: Jul. 20, 2019 6:50pm

Posted May 23, 2019, removed Jul. 16, 2019

Position Summary:

The VandalCard Services Supervisor (VSS) provides customer support to the U of I community by ensuring the effective daily operation of VandalCard services. This position is part of the VandalSphere Support team in the Customer Experience & Engagement (CEE) organization and collaborates with other Information Technology Services' (ITS) teams to provide excellent customer service/support and valued solutions for the university community. The VSS is an experienced support provider and resource for other team members to resolve as many team issues as possible before escalating further. This position will supervise team members on procedures and technical tasks and give assignments to team members as delegated/directed by the VandalSphere Support Manager or acting supervisor. The VSS may be called upon to participate in specialized teams and special projects as needed and assigned.

Minimum Qualifications:

Associate degree and 2+ years of experience in an information technology field OR a combination of relevant education and experience totaling 4+ years.

Knowledge of modern computer technology, including common devices, common software applications, Windows and Macintosh operating systems.

Preferred Qualifications:

Bachelors degree in an information technology field and 3+ years of experience in technology support or 5+ years of experience in complex consulting/problem solving position(s).

Advanced experience in IT/business consulting.

Experience working with a university campus card office.

Excellent written and verbal communication skills; good organizational and documentation skills; excellent troubleshooting and problem-solving skills; comfort and skill with information technology.

Experience in customer service, including skills in listening/reading for understanding, professionalism, collaboration, advocacy, objectivity, diligence, and flexibility.

Physical Requirements & Working Conditions:

Typically works in an office environment.

Occasionally lifts, carries, or otherwise moves IT equipment weighing up to 50 pounds indoors and outdoors.

Ability to traverse between buildings, floors within buildings.

VandalCard Services Supervisor
University of Idaho

Direct Link: <https://www.AcademicKeys.com/r?job=123741>

Downloaded On: Jul. 20, 2019 6:50pm

Posted May 23, 2019, removed Jul. 16, 2019

Posting Number: SP002200P

Posting Date: 05/17/2019

Closing Date:

Open Until Filled: Yes

Special Instructions:

Posting open until filled. Initial review will begin on June 14, 2019. Applications received by this date will receive first priority.

We have included a questionnaire in lieu of requesting a letter of qualification. The questionnaire covers the required and preferred qualifications for this position, and you must meet all of the required qualifications to be considered. While applicants may not meet all of the preferred qualifications, answering as many of these questions with as much detail as possible will assist the committee in selecting candidates for interview.

Background Check: Applicants who are selected as final possible candidates must be able to pass a criminal background check.

To apply, please visit: [\[url=https://apptrkr.com/1469697\]](https://apptrkr.com/1469697)jobs.uidaho.edu

EEO Statement

University of Idaho is an Equal Opportunity/Affirmative Action/Veterans/Disability Employer.

Contact Information

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

Contact

University of Idaho



VandalCard Services Supervisor
University of Idaho

Direct Link: <https://www.AcademicKeys.com/r?job=123741>

Downloaded On: Jul. 20, 2019 6:50pm

Posted May 23, 2019, removed Jul. 16, 2019