

## IT Client Support Specialist Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=184686>

Downloaded On: Aug. 15, 2022 3:46pm

Posted Apr. 28, 2022, set to expire Sep. 10, 2022

<b>Job Title</b>	IT Client Support Specialist
<b>Department</b>	The Trustees of Tufts College
<b>Institution</b>	Tufts University Somerville, Massachusetts
<b>Date Posted</b>	Apr. 28, 2022
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Classified Staff
<b>Academic Field(s)</b>	Information Technology
<b>Job Website</b>	<a href="https://jobs.tufts.edu/jobs/17136?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys">https://jobs.tufts.edu/jobs/17136?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys</a>
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<b>Apply By Email</b>	

### Job Description

#### Overview

Tufts Technology Services (TTS) is a university-wide service organization committed to delivering technology solutions in support of Tufts's mission of teaching, learning, research, innovation, and sustainability. With staff across all of Tufts's campuses, as well as a 24x7 IT Service Desk, we collaborate with schools and divisions to meet the demands of a global, mobile community. We promote a collaborative, flexible work environment, embrace diversity and inclusion, and encourage personal and professional development. Learn more about TTS on our website. [IT.TUFTS.EDU](https://www.tufts.edu/tts)

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What You'll Do

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The IT Client Support Specialist is responsible for providing effective Tier 2 frontline client support and desktop assistance for Tufts faculty, staff and students as well as technology support and troubleshooting for classrooms and public, instructional, research computer labs in a multiple building setting among four campuses (Boston Health Sciences, Boston SMFA, Grafton, and Medford/Somerville) and support for remote clinics (7 for the Dental School: Canton, Groton, Hogan, Springfield, Taunton, Worcester, Wrentham and 3 for Cummings Veterinary School: Walpole, Worcester, Woodstock, CT). Key responsibilities of this position include responding to a variety of support requests in-person or remotely; performing technical troubleshooting; workstation builds/rebuilds; installing operating systems; software/hardware installs; patching systems and protecting against viruses/malware; and troubleshooting peripheral and mobile devices. In addition, this position will provide support and training for a wide variety of classroom and web/video conferencing technologies; consult with departments to gain an in-depth understanding of their technology needs; provide ad-hoc training to the user community; and regularly create documentation to contribute to the knowledgebase. S/he will use available technical tools, such as the knowledge base, remote management suite, and a service-management database, to support their work and will often deal with a wide range of users with varying levels of computer familiarity.

This position has a work designation of being an on campus position.

### What We're Looking For

Minimum Required Experience, Education, Background, And Certifications/Licenses&bull; The knowledge and skills that are typically acquired through a High School diploma and 3 years of experience in the direct delivery of IT support services.&bull; Strong technical skills in the configuration, installation, and troubleshooting of Microsoft Windows (all versions), Mac OS X and above, Microsoft Office Suite, email and web clients, Telnet clients, SSH clients, Antivirus software, TCP/IP, and imaging software as well as experience in troubleshooting peripherals (printers, scanners) and handheld devices (mobile, tablets, PDAs).&bull; Experience using remote desktop management tools, such as Ivanti/LANDesk Management Suite, Microsoft SCCM, JAMF Pro/Casper, or Bomgar, etc.&bull; Knowledge of desktop security and standards (security/networking).&bull; Knowledge of desktop encryption best practices&bull; Working knowledge of local area networks and network administration.&bull; Experience with IMAP, LDAP, Microsoft ActiveSync, Active Directory and group policies, data recovery tools, Microsoft Exchange, WINS, DHCP, DNS, and TCP/IP.&bull; History of working with ticketing systems, such as Service Now, Request Tracker, Zen Desk, or Remedy&bull; Demonstrated intermediate experience in one or more of the following:

- o Endpoint Systems Management (e.g LANDesk/Ivanti, BigFix Tivoli, Altiris, MS SCCM, JAMF Pro/Casper, Kace, etc.) for lab management, desktop imaging, migration, software packaging, deployment and/or patch management.
- o Creating and updating technical support documentation in a formal knowledge base.
- o Creating and or delivering end user training on technology.
- o Providing dedicated advanced support to executive/VIP clients or scientific/research oriented clients with specialized, non-standard technology needs.
- o Performing IT user administration and account management.&bull; Strong technical,



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interpersonal, and analytical skills.&bull; Strong organizational and time management skills including the ability to multi-task, prioritize, and individually manage a changing workload and schedule.&bull; Proven ability to perform well under stress when confronted with emergency, critical or unusual customer situations. Ability to maintain a strong sense of urgency.&bull; Demonstrated ability to deliver professional customer service, end user training and consultation, effective team and project work, Additional Preferred Experience, Education, etc. &bull; MCSE, A+, Network +, CCNA or other industry standard certifications.&bull; Experience with IMAP, LDAP, Microsoft ActiveSync, Active Directory and group policies, data recovery tools, Microsoft Exchange, patch management solutions, backup strategies, WINS, DHCP, DNS, and TCP/IP.&bull; Experience providing technical support and services to classroom and computer lab environments.&bull; Experience with DVD/VHS/CD components, Crestron, digital audio and video, projection systems and screens.

### **Contact Information**

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

### **Contact**