

Instructional Support Technician, Educational Opportunity
Center
University at Buffalo, The State University of New York

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Posted May 9, 2022, set to expire Sep. 8, 2022

Job Title	Instructional Support Technician, Educational Opportunity Center
Department	Educational Opportunity Center
Institution	University at Buffalo, The State University of New York Buffalo, New York
Date Posted	May 9, 2022
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Educational Services
Job Website	https://www.ubjobs.buffalo.edu/postings/34832

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Job Description

Position Summary

The Buffalo Educational Opportunity Center (BEOC) seeks an Instructional Support Technician to provide a high level of support to the students, faculty and staff at the BEOC.

This position supports the technology infrastructure within the BEOC as it interacts with the University at Buffalo IT staff. The candidate will be required to be actively involved in all aspects of the BEOC technical operations. Candidates will be expected to work in a highly effective manner in areas concerning both day-to-day operations as well as on both short-term and long-term projects.

Duties will include but are not limited to the following items:

Implement, maintain and support all technology-based needs of the Buffalo Educational Opportunity



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Center including both hardware and software platforms.

Duties to include co-managing support relationships with Center personnel as well as with Center customers and outside vendors.

Coordinate repair, replacement and upgrades of all technology. Candidate will also be responsible for overseeing the digital signage in the BEOC.

Responsible to oversee, maintain and coordinate with appropriate university personnel for the support and maintenance of the VoIP, analog phones, workstations, and tablets.

Provide application training and support for Center staff. Applications include both commercial products (e.g. Microsoft Office Suite, Adobe products, etc.) as well as systems specific to the Buffalo Educational Opportunity Center.

Make recommendations and implement processes and equipment to advance the mission of the Buffalo Educational Opportunity Center to ensure that the Center's technology resources are kept current, effective, and secure.

For 40 years, the BEOC been in the forefront of providing opportunities through education for economically and educationally disadvantaged citizens in Western New York residents. The BEOC makes real education and real success a tangible possibility for everyone lifting the community one success story at a time. To learn more about the Buffalo Educational Opportunity Center, visit us online at <http://www.buffalo.edu/eoc.html>.

Outstanding Benefits Package

Working at UB comes with benefits that exceed salary alone. There are personal rewards including comprehensive health and retirement plan options. We also focus on creating and sustaining a healthy mix of work, personal and academic pursuit – all in an effort to support your work-life effectiveness. Visit our benefits website to learn about our benefit packages.

About UB

The University at Buffalo is SUNY's most comprehensive public research university, and an outstanding place to work. UB amplifies ambition for faculty and staff by offering endless possibilities to achieve more. Here, people from all backgrounds and cultures challenge and inspire each other to discover, learn and succeed. Dedicated staff and engaged faculty collaborate to further knowledge and understanding, and develop tenacious graduates who are valued for their talents and their impact on global society. Visit our website to learn more about the University at Buffalo.

Minimum Qualifications

Bachelor's Degree.

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Two (2) or more years of technical or related experience.

Skilled in planning, design, installation, testing, and modification of basic systems or supporting subsystems.

Ability to communicate technical information to non-technical personnel.

Preferred Qualifications

Master's Degree.

Experience working with and troubleshooting electronic equipment.

Knowledge and experience with card access systems.

Experience with VOIP and analog phones.

Contact Information

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

Contact