

Senior IT Specialist, CAS Administrative Operations  
University at Buffalo, The State University of New York

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Downloaded On: Jun. 30, 2024 11:27am

Posted Sep. 26, 2023, set to expire Aug. 4, 2024

<b>Job Title</b>	Senior IT Specialist, CAS Administrative Operations
<b>Department</b>	CAS Administrative Operations
<b>Institution</b>	University at Buffalo, The State University of New York Buffalo, New York
<b>Date Posted</b>	Sep. 26, 2023
<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>Job Website</b>	<a href="https://www.ubjobs.buffalo.edu/postings/45491">https://www.ubjobs.buffalo.edu/postings/45491</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

#### Position Summary

The [College of Arts and Sciences](#) at the University at Buffalo is seeking a **Senior IT Support Specialist**. In this role you work as part a team to provide advanced software packaging skills, imaging and end-user support for the Windows desktop environments. Core responsibilities will be focused on Windows desktop/server lifecycle support. This position interfaces with University faculty, staff, business partners and students.

As a Senior IT Support Specialist, you will:

- Provide advanced systems support to local and remote users: Support complex, mission-critical Windows systems and services

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- Carry out higher-level responsibilities for the entire desktop lifecycle – deploy, inventory, deliver, install, maintain/support, decommission and disposal
- Troubleshoot and resolve complex, unprecedented technical issues; track & record all work
- Ensure system security and compliance with University standards and regulations
- Write, revise, and edit user and technical reference documentation
- Collaborate closely with other team members: Take shared responsibility for daily and project level team duties, obligations, and procedures to achieve excellent outcomes

### **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 The University at Buffalo**

The University at Buffalo (UB) #ubuffalo is one of America's leading public research universities and a flagship of the State University of New York system, recognized for our excellence and our impact. UB is a premier, research-intensive public university dedicated to academic excellence. Our research, creative activity and people positively impact the world. Like the city we call home, UB is distinguished by a culture of resilient optimism, resourceful thinking and pragmatic dreaming that enables us to reach others every day. Visit our website to learn more about the [University at Buffalo](#).

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 minimum of an associates degree with 5 years of experience, a combination of degree, certification and experience will be considered in lieu of the experience requirements.
- Experience in front-facing Information Technology Customer Service environment.
- Proven experience with Windows systems administration, systems implementation and support.
- Proven ability to manage competing priorities, be deadline-driven, and demonstrate a commitment to learning new skills as needed.

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### Preferred Qualifications

- SCCM or similar Enterprise Device Management System experience.
- Experience with most of the following or similar: MS 365, Zoom, Microsoft Teams, Panopto, BOX, MS OneDrive, WindowsOS Pro or Enterprise (10,11), Windows scripting technologies (Powershell).

### Physical Demands

- Frequently moves computer equipment weighing up to 50 pounds across campus with the assistance of a dolly or cart.
- Requires travel to support across-campus sites: A valid driver's license to operate a motor vehicle is required or candidate must otherwise demonstrate his/her capacity to meet the transportation requirements of the position.
- Requires an on-campus presence

### Contact Information

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

### Contact