

**Systems and Desktop Support Specialist**  
**University at Buffalo, The State University of New York**

Direct Link: <https://www.AcademicKeys.com/r?job=225997>

Downloaded On: Jul. 17, 2024 12:56pm

Posted Nov. 20, 2023, set to expire Aug. 4, 2024

<b>Job Title</b>	Systems and Desktop Support Specialist
<b>Department</b>	SDM IT
<b>Institution</b>	University at Buffalo, The State University of New York Buffalo, New York
<b>Date Posted</b>	Nov. 20, 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/46592">https://www.ubjobs.buffalo.edu/postings/46592</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

### **Position Summary**

The University at Buffalo [School of Dental Medicine](#) is seeking a full-time **Instructional Support Associate** (Systems and Desktop Support Specialist) for our [IT Department](#). This position provides support to end users on a variety of technical issues and assists with the upkeep and maintenance of select servers.

### **Responsibilities Include:**

- Identifies, researches, and resolves technical problems.
- Responds to incoming tickets, telephone calls, emails and personnel requests for technical support.

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- Documents, tracks and monitors the problem to ensure a timely resolution. Maintains ticketing system.
- Creates and manages escalation procedures and ensures service levels are maintained.
- Familiar with a variety of the field's concepts, practices, and procedures.
- May lead and direct the work of others.
- Relies on instructions and pre-established guidelines to perform the functions of the job.

Ranked among the top 10 Dental Schools in the world, with a rich history – and a promising future – the UB School of Dental Medicine plays a critical role in advancing oral health in Buffalo-Niagara and around the world.

### **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**

- Associate's degree and 2 years' experience or a bachelor's degree with a year or less experience.

### **Preferred Qualifications**

- Degree in IT, MIS or related major
- Experience supporting Windows and Mac OS

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- Familiar with the following hardware and software: Dell, Apple, Basic Wired & Wireless Networking, Microsoft Office, Citrix XenDesktop, Spiceworks and Retrospect
- Strong written and verbal communication skills and attention to detail
- Ability to function in a fast-paced environment
- Work well in a team setting

**Contact Information**

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

**Contact**