

## Desktop Support Technician Kean University

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Posted Jul. 17, 2024, set to expire Mar. 27, 2025

<b>Job Title</b>	Desktop Support Technician
<b>Department</b>	Office of Computer and Information Services
<b>Institution</b>	Kean University Union, New Jersey
<b>Date Posted</b>	Jul. 17, 2024
<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://kean.wd1.myworkdayjobs.com/en-US/Kean/details/Desktop-Support-Technician--Office-of-Computer-and-Information-Services_R2958-1">https://kean.wd1.myworkdayjobs.com/en-US/Kean/details/Desktop-Support-Technician--Office-of-Computer-and-Information-Services_R2958-1</a>

### Apply By Email

### Job Description

Office of Computer and Information Services (OCIS)

### Desktop Support Technician

Multiple Positions

Under the supervision of the Managing Assistant Director and the Director of Technical Support Services, the Desktop Support Technician (Professional Services Specialist 4, Computer Services) provides technical support for day-to-day issues reported to the University's Help Desk. Responsibilities include, but are not limited to: providing technical assistance and support via phone, email and chat related to the installation, configuration, maintenance and troubleshooting of computer

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systems, hardware and software.

In-person support is required. This position is based at the Union, NJ campus but supports other campus locations. This position requires travel and a flexible schedule including evening and weekend hours.

Qualifications: Graduation from an accredited college with a Bachelor's degree; one (1) year of experience in one or combination of the following: data processing, installation and maintenance of application programs, technical support, and/or design and preparation of programs; and a driver's license valid in the State of New Jersey is required. Applicants who do not possess the required education may substitute experience on a year-for-year basis. Preferred qualifications include: a Bachelor's degree in IT, Computer Science or related field; Active Directory understanding (Organizational Units, mapping drives, unlocking accounts, network printers); A+, Network+ and/or Microsoft Certifications; Windows 7/10, MS Office, Google Workspace, MAC, iPhone, iPad, Android experience; knowledge of helpdesk solutions such as an IT ticketing system and remote support tools; and knowledge of higher education software packages such as Ellucian Colleague, Blackboard Learn, Canvas, Google Workspace for higher education, etc. Excellent oral and written communication skills are essential.

The selected candidate will be required to pass a four (4) month Working Test Period.

Candidacy review begins immediately and continues until appointment is made. **Please submit your cover letter, resume/CV and contact information for three professional references.** Official transcripts are required prior to the starting date of employment.

New Jersey SAME Program Applicants: If you are applying under the NJ State as a Model Employer of People with Disabilities (SAME) Program, your supporting documents (Schedule A or B Letter) must be submitted along with your resume by the closing date indicated above. For more information on the New Jersey SAME Program, please visit the website at: <https://nj.gov/csc/same/overview/index.shtml>, email: [Same@csc.nj.gov](mailto:Same@csc.nj.gov) or contact our Kean Recruiting Team at [SAME@kean.edu](mailto:SAME@kean.edu).

### Contact Information

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

### Contact



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