

Technical Supervisor
University at Buffalo, The State University of New York

Direct Link: <https://www.AcademicKeys.com/r?job=242247>

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Posted Jul. 26, 2024, set to expire Nov. 25, 2024

Job Title	Technical Supervisor
Department	IT Customer Service
Institution	University at Buffalo, The State University of New York Buffalo, New York
Date Posted	Jul. 26, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Job Website	https://www.ubjobs.buffalo.edu/postings/51806
Apply By Email	
Job Description	

Position Summary

As the **Technical Supervisor** you will be responsible for supervising the day-to-day field services client support and technician rotation schedule. You will work closely with the IT team to ensure that tickets are prioritized and assigned to the appropriate team members. You will be responsible for monitoring the ticket queue to ensure that all tickets are being addressed in a timely and efficient manner including coordinating IT related quotes and deployments for supported clients and supervising the student technician program.

Responsibilities:

- Coordinating client support service technician rotations.

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- Supervising the student technician program.
- Monitoring the ticket queue to ensure that all tickets are being addressed in a timely and efficient manner.
- Escalating tickets to the appropriate team members when necessary.
- Ensure tickets are properly documented and closed in a timely manner.
- Coordinating the asset management process.
- Assist with IT related quotes for clients.
- Oversee the receiving and onboarding of assets.
- Oversee the endpoint deployment process including imaging, deploying, and e-waste of assets.

To be successful in this role, you should have excellent communication skills, strong attention to detail, a strong sense of urgency and the ability to work well under pressure. You should also have experience working with ITSM ticketing systems and managing a technical staff.

About UBIT:

It is a great time to join **UB Information Technology (UBIT)**! Our staff are highly skilled and motivated to succeed and have cutting-edge training and technical resources at their disposal. For more information about UBIT visit our [website](#). All the duties & responsibilities listed above continue to occur in a 24x7 environment, therefore, working extended hours, holidays, or varied hours may be required.

Outstanding Benefits:

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. We support your growth and development through our career coaching and training department and we qualify as a public service loan forgiveness organization. Learn more about the great [benefits](#) the University at Buffalo has to offer.

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](#).

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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

- Bachelor's degree with 3 years of experience or a combination of education and experience will be considered
- IT Support experience
- Supervisory experience in a service or support industry
- Inventory or asset control experience
- Work order / ticket system organization
- This position requires local travel between each university campus and off-campus. Must have the ability to demonstrate that the candidate can meet the transportation needs of this position.
- Applicants must be authorized to work in the United States on a full-time basis. We are unable to sponsor or take over sponsorship of an employment Visa at this time.

Preferred Qualifications

- Supervisory experience in an IT technical support
- Practical ITSM experience
- Purchasing and inventory experience
- Service Queue management experience

Contact Information

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

Contact