Endpoint Support Analyst
University at Buffalo, The State University of New York

Job Title	Endpoint Support Analyst
Department	IT Customer Service
Institution	University at Buffalo, The State University of New York Buffalo, New York
Date Posted	Sep. 9, 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/52637
Apply By Email	
Job Description	

Position Summary

IT Customer Service at the University at Buffalo provides direct and individualized user support for UB's vast enterprise technical portfolio. As the **Endpoint Support Analyst** you are responsible for providing expert level endpoint support/administration for end user devices in a complex enterprise environment. This role requires strong technical knowledge, exceptional customer service aptitude, and outstanding attention to detail. The Analyst will work with a support team responsible for providing advanced end user device technical support, including applications administration, in support of University business units, computing sites, and classrooms during University business hours.

The incumbent's primary duties are:

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- Work as a member of a team in Windows and MacOS environments providing technical support for client workstations and related technology devices.
- Work to maintain the integrity and security of University data and intellectual property by applying updates and security patches to endpoint devices.
- Provide support for department hardware and software lifecycles by assisting customers with inventory and purchasing while maintaining the established hardware and software standards.
- Identify opportunities for process, systems, and application improvements and automations.
- Provide end-user assistance involving analysis, identification of problem or need, implementing solutions and required system adaptations.
- Perform operating system and application package upgrades, installations, and reconfiguration in support of development and production services.
- Assist colleagues with technical issues as needed to foster knowledge transfer and skills development.
- Provide expert technical knowledge and advice, including installation, testing, and evaluation of new software; monitoring; and support of systems.
- Provide prompt support and service in a professional and friendly manner.

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 24×7 environment, therefore, working extended hours, holidays, or varied hours may be required.

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. 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 our **benefit packages**.

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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

- Bachelor's degree in a technical field with 3 years of direct technical support experience or a combination of education and experience will be considered.
- Practical knowledge of MS-Active Directory, Group Policy and Endpoint devices management.
- Experience developing management/monitoring scripts using Windows PowerShell, VB Script, or Python.
- Direct customer support experience in a call center or field services capacity.
- Experience supporting Windows and MacOS workstations.
- Demonstrated proficiency to diagnose problems and perform maintenance on personal computers, notebook computers, wireless devices, application software and operating systems.
- Experience implementing secure computing technologies and practices (anti-virus, firewalls, security polices, automated patching, group policy, file system permissions) as defined by the University.
- Applicants must be currently authorized to work in the United States on a full-time basis without visa sponsorship.

Preferred Qualifications

- Experience with SCCM, JAMF, Intune, Active Directory and Group Policy.
- Experience supporting SaaS in an enterprise environment.
- Experience supporting MS365 applications and environment.
- Familiarity with DNS, TCP/IP, and Network Services.

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- Experience supporting end users in an educational or higher ed environment.

Physical Demands

Must be able to lift and move desktop computers weighing up to 25lbs. with or without accommodation of a dolly or cart.

Salary Range: $70,000 - $84,000

Additional Salary Information: The salary range reflects our good faith and reasonable estimate of the possible compensation at the time of posting, the role and associated responsibilities, and the experience, education, and training of the selected candidate.

Contact Information

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

Contact

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