

Principal IT Client Support Specialist Tufts University

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Posted Sep. 16, 2024, set to expire Jan. 27, 2025

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| Job Title | Principal IT Client Support Specialist |
| Department | |
| Institution | Tufts University Medford, Massachusetts |
| Date Posted | Sep. 16, 2024 |
| Application Deadline | Open until filled |
| Position Start Date | Available immediately |
| Job Categories | Classified Staff |
| Academic Field(s) | Information Technology |
| Job Website | https://jobs.tufts.edu/jobs/20945?lang=en-us&iis=Job+Board&iisn=AcademicKeys |
| Apply By Email | |
| Job Description | |

Overview

The [Allen Discovery Center](#) is dedicated to the advancement of basic biology and biomedicine, and to becoming a leader in an integrated approach to the control of biological structure and function. Through a combination of developmental biophysics, computer science, and cognitive science, the work of the Center seeks a multi-level understanding of natural and synthetic living forms. Exploiting novel mechanisms of cellular decision-making, we seek to understand and augment the information processing, computation, and patterning processes that implement the generation and regenerative repair of anatomical structures. Our goal is to complement the mainstream advances focused on the genetically-specified hardware of life with new approaches to reprogramming the physiological software inherent in living tissues. Technology is being developed to modulate the bioelectric communication that enables cells to coordinate their activities toward specific anatomical and functional outcomes. Using this bioelectric interface, we develop ways to exploit the collective intelligence of cells toward transformative applications in birth defects, regenerative medicine, cancer reprogramming, and synthetic bioengineering.

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What You'll Do

The Principal IT Client Support Specialist is responsible for providing effective Tier 2-3 front-line client support and desk-side assistance for scientific laboratories at Tufts using state of the art tools needed for productivity and computational projects. Most essentially, the goal is to help research scientists to fulfill their mission via technology that facilitates their work. This includes:

- Help trouble-shoot existing software/hardware systems when problems arise
- Choose and set up new hardware/software systems that meet the researchers needs (doing research about available options and optimizing to use cases)
- Future-looking strategic planning to help the Center IT components grow and change as needed (proactively recommend technology and best practices to empower the scientists).

What We're Looking For

Basic Requirements:

- Knowledge and skills typically acquired through a Bachelor's degree and 5+ years of experience OR a High School diploma and 7+ years of experience in the direct delivery of IT support and network services
- Expert technical skills in the configuration, installation, and troubleshooting of Microsoft Windows & macOS, Microsoft Office Suite, email, and web clients, Antivirus software, TCP/IP, and imaging software and well as experience troubleshooting peripherals (printers, scanners) and handheld devices (mobile, tablets, PDAs)
- Expert experience in supporting a research intensive environment, i.e. scientific laboratories
- A good understanding of emerging AI technologies and ability to review, recommend, and incorporate them into the research enterprise in a way consistent with intellectual property rules and other factors
- Strong knowledge of desktop security and standards (security/networking)
- Knowledge of local area networks and network administration
- Significant experience with backup strategies and existing products/solutions for backup in a dynamic research environment.
- Demonstrated expert experience in four or more of the following:
 - Unix/Linux installation, configuration and troubleshooting including Redhat, Ubuntu and Mandriva distributions.
 - Configuration, setup, and support of laboratory instrumentation and complex lab functions in a sciences/research setting
 - Significant experience implementing endpoint security processes and protocols (scanning, data gathering, forensics, incident response management)
 - Successful development and delivery of a major training and documentation initiative related to technology.
 - Providing dedicated advanced support to large group of executive/VIP clients with specialized, non-standard technology needs
 - System and Application administration for department-level technologies (e.g. database applications, business process applications, web administration, etc.)
 - Experience with IMAP, LDAP, Microsoft ActiveSync, Active Directory and group policies, data recovery tools, Microsoft Exchange, WINS, DHCP, DNS, and TCP/IP

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- Excellent communication and customer service skills are a must in this dynamic customer facing role
- Strong organizational and attention to detail skills are a vital part to the overall success of people in this position
- Commitment to the Center mission, and flexibility to solve problems in whatever way needed to enable the scientists to achieve their goals
- Demonstrated ability to deliver professional customer service, end user training and consultation, effective team and project work

Preferred Qualifications:

- MSCE, A+, Network +, CCNA, ACMT, ITIL or other industry standard certifications
- Strong technical skills in remote desktop management tools, such as Ivanti/LANDesk Management Suite, Microsoft SCCM/MECM, Microsoft Intune, JAMF Pro/Casper, or Bomgar, etc
- Endpoint Systems Management (e.g. MS SCCM/MECM, MS Intune, Ivanti, BigFix Tivoli, Altiris, Kace, etc.) software deployment and patch creation

Special Work Schedule Requirements:

This position will be primarily in person, with the possibility of one day per week remote.

Pay Range

Minimum \$35.50, Midpoint \$42.30, Maximum \$49.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

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

Contact



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