Endpoint Support Technician II
Worcester Polytechnic Institute

Job Title **Department**	Endpoint Support Technician II
Institution	Worcester Polytechnic Institute Worcester, Massachusetts
Date Posted	Oct. 28, 2024
Application Deadline **Position Start Date**	Open until filled Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
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Job Description	

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JOB TITLE
Endpoint Support Technician II

LOCATION
Worcester

DEPARTMENT NAME
IT Infrastructure - Desktop Services

DIVISION NAME
Worcester Polytechnic Institute - WPI

JOB DESCRIPTION SUMMARY

Endpoint Support Technician II
Worcester Polytechnic Institute

Responsible for the continual delivery of technical support for a plethora of endpoints and services. Collaborate with the Helpdesk to provide on-site and in-house technical support for hardware, software, and configuration issues for WPI-owned computers and mobile devices. Assist in the asset management lifecycle including patching, maintaining records, and device decommissioning.

WPI is passionate about creating an inclusive workplace that promotes and values diversity. We are looking for candidates who can support our commitment to equity, diversity, and inclusion.

JOB DESCRIPTION

Responsibilities:

- Regularly provide drop-in, in-person, and phone/remote technical support to the WPI community for an array of services.

- Configure and deploy desktops, laptops and mobile devices for use on the corporate network, including installation and configuration of supported software and peripherals.

- Manage WPI-owned Apple and Windows devices through JAMF Pro, Connect, Protect and SCCM platforms to facilitate patch management, software installations, updates, and imaging.

- Proactive monitoring, reporting, and maintenance of endpoints to ensure security standards are achieved. Tasks include user outreach, documentation, planning, testing, monthly reporting, research, and consultation.

- Participate in routine team and organizational meetings to offer feedback, assess ongoing projects and tasks, collaborate on potential solutions or ideas, stay updated on the latest technology developments, and review workflows and policies.

- Install, repair, upgrade, and maintain desktops, laptops, and mobile devices (individual and lab/classroom) including printers, and peripherals.

- Assist in asset management activities that include decommissioning devices for donations, to be used as parts, recycled, or redeployed. Maintain accurate asset records in a *CMDB on deployed computers, assignments, and status.

- Maintain operability and organizational structure of JAMF Pro, Intune, and Microsoft Configuration Manager.

Requirements:

- Bachelor's degree in relevant field.

- Jamf level certifications (100, 200, 300, 370, and 400) is preferred or equivalent experience in managing the platform.

- Minimum 6-8 years of relevant experience.

This is an on-site position with a salary range of $55,400 - $67,900, depending on experience.

FLSA STATUS
United States of America (Exempt)

WPI is an Equal Opportunity Employer that actively seeks to increase the diversity of its workplace. All qualified candidates will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability. It seeks individuals with diverse backgrounds and experiences who will contribute to a culture of creativity, collaboration, inclusion, problem solving, innovation, high performance, and change making. It is committed to maintaining a campus environment free of harassment and discrimination.

To apply, visit: https://wpi.wd5.myworkdayjobs.com/en-US/WPI_External_Career_Site/job/Worcester/Endpoint-Support-Technician-II_R0002998-1

About WPI
WPI is a vibrant, active, and diverse community of extraordinary students, world-renowned faculty, and state of the art research facilities. At WPI, we have competitive and comprehensive benefits, including health insurance, long-term care, retirement, tuition assistance, flexible spending accounts, work-life balance and much more.

Diversity & Inclusion at WPI
WPI is committed to creating an inclusive workplace where everyone feels valued and respected; a

place where every student, faculty and staff member can be themselves, so that they can study, live, and work comfortably, to reach their full potential, and make meaningful contributions in order to meet departmental and institutional goals. WPI thrives on innovative practice and welcomes diverse perspectives, insight, and people from diverse lived experiences, to enhance the community environment and propel the institution to the next level in a competitive, global marketplace.

Contact Information

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

Contact

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Worcester Polytechnic Institute

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