Technical Support Specialist - Help Desk
Erie Community College

Direct Link: https://www.AcademicKeys.com/r?job=247763
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Posted Oct. 28, 2024, set to expire Mar. 12, 2025

Job Title	Technical Support Specialist - Help Desk
Department	Information Technology Services
Institution	Erie Community College
	Buffalo, New York
Date Posted	Oct. 28, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Job Website	https://ecc.wd5.myworkdayjobs.com/en-US/CareerOpportunities/job/City-Campus---Downtown-Buffalo/Technical-Support-Specialist---Help-Desk_J0002314
Apply By Email	

Job Description

Department: Information Technology Services

Salary/Hourly:$41,882.00 Annual

Union/Position Status:FFECC NTTP FT

Posting Closing Date: November 28, 2024

Applications must be submitted by 11:59 PM the evening**before the posting closing date**.

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Please note that the posting will close at midnight (12:00 AM) on the posting closing date.

JOB DESCRIPTION

DISTINGUISHING FEATURES OF THE CLASS:

The work involves the implementation, operation, maintenance, troubleshooting, integration, and usage of technologies, software, and systems. Depending on the area the incumbent is assigned, this may include software, computers, printers, IP Telephones, projectors, televisions, monitors, speakers, audio/video control systems, and other peripherals. The incumbent may work with students, faculty, and administrators to assist them with utilizing technologies and software. The incumbent will collaborate with management to develop and improve processes for continuous service improvement and is responsible for maintaining excellence in services and high user satisfaction. The incumbent will participate in Help Desk knowledgebase development and create documentation for support services as needed.   The incumbent will report on excellence in service goals. The work is performed in collaboration with teams and under the oversight of an Information Technology Services (ITS) administrator. Supervision may be exercised over staff.   Does related work as required.

TYPICAL WORK ACTIVITIES WHEN ASSIGNED TO THE HELP DESK AREA:

- Acts as a technical resource in assisting users to resolve problems with equipment and data;
- Services a centralized service desk to respond to technology issues, questions, and requests;
- Researches, troubleshoots, and deploys new Help Desk-related software and technology equipment;
- Assists with instructing in the use of hardware and software, including written documentation where required;
- Manages the accuracy and relevancy of the knowledgebase and assists in creating documentation to support the Help Desk services;
- Supervises Technical Assistants, Tutors, and other student workers who are assigned to the Help Desk area;

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- Manages incident and request Service Level Agreements.

KNOWLEDGE SKILLS AND ABILITIES:

The incumbent must demonstrate excellent troubleshooting skills and knowledge as it relates to technology. This knowledge should include installation, maintenance, repair, and operation of technology equipment and software, including computing and audio/visual devices; an understanding of technology tools, terminology, procedures, and practices relating to electronic repairs and operation; and learning management system administration. All candidates must have sound professional judgment, initiative; resourcefulness; ability to effectively communicate; and must be physically capable of performing the essential functions of the position with or without reasonable accommodation. The incumbent will be providing both phone and in-person support to the College community.

MINIMUM QUALIFICATIONS:

Completion of sixty (60) semester credit hours with a specialization in electronics or computer technology-related area from a registered accredited two (2) or four (4) year college and four (4) years of experience in the maintenance, repair, and operation of computers.

Or

B.   Graduation from high school or possession of a high school equivalency diploma and six (6) years of the experience listed in (A);

Or

C.   An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

SPECIAL REQUIREMENTS:

Official transcripts will be required for successful candidates within 30 days of hire.

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Contact Human Resources at (716) 851-1840 with any questions.

Our mission to offer quality education includes exposing our students to a diverse range of cultures, experiences and expertise. At SUNY Erie Community College, we value diversity and encourage applicants from all backgrounds to apply.

Notice of Non-Discrimination

SUNY Erie Community College does not discriminate in admission, employment, or in the administration of any of its policies and programs on the basis of race, color, religion, national origin, age, sex, gender, gender expression, gender identity, pregnancy, disability, sexual orientation, familial status, military status, domestic violence victim status, predisposing genetic characteristics, veteran status, criminal conviction, or any other characteristics protected by law. This applies to all students, applicants or other members of the College community (including, but not limited to, vendors and visitors). Grievance procedures are available to interested persons by contacting the Civil Rights Compliance Officer listed below. Retaliation against a person who files a complaint, serves as a witness, or assists or participates in the investigation of a complaint in any manner is strictly prohibited.

The following individual has been designated to handle inquiries regarding the College's non-discrimination policies:

Civil Rights Compliance Officer

Human Resource Department

North Campus

6205 Main Street

Technical Support Specialist - Help Desk
Erie Community College

Williamsville, NY 14221

(716) 270-5735

For further information on notice of non-discrimination, please contact:

New York Office

United States Department of Education

Office for Civil Rights, 32 Old Slip 26th Floor,

New York, N.Y., 10005-25010;

Tel (646) 428-3800; Email: OCR.NewYork@ed.gov.

Contact Information

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

Contact

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