Lead Desktop Support Technician
Kean University

Job Title	Lead Desktop Support Technician
Department	Office of Computer and Information Services
Institution	Kean University
	Union, New Jersey
Date Posted	Nov. 1, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Job Website	https://kean.wd1.myworkdayjobs.com/en-US/Kean/details/Lead-Desktop-Support-Technician--Office-of-Computer-and-Information-Services_R2992-1
Apply By Email	
Job Description	

Under the supervision of the Managing Assistant Director of Technical Services and the Director of Technical Support Services, the Lead Desktop Support Technician (Professional Services Specialist 3, Computer Services) provides lead technical support for day-to-day issues reported to the University's Help Desk. Responsibilities include, but are not limited to: providing technical assistance and support in-person and via phone, email and chat related to the installation, configuration, maintenance and troubleshooting of computer systems, hardware and software.

Lead Desktop Support Technician
Kean University

This position is based at the Union, NJ campus but supports other campus locations. This position may require travel and a flexible schedule as needed. This is not a remote position and requires physical presence on campus as determined by the Supervisor. *In-person support is required.*

Qualifications: Graduation from an accredited college with a Bachelor's degree; two (2) years of experience in one or more or a combination of the following: data processing, installation and maintenance of application programs, technical support, and/or design and preparation of programs; and a driver's license valid in the State of New Jersey is required. Applicants who do not possess the required education may substitute experience on a year for year basis. A Master's degree may be substituted for one (1) year of the above-mentioned professional experience. Physical requirements include the ability to carry and lift 40 lbs. Preferred qualifications include: a Bachelor's degree in IT, Computer Science or a related field; Active Directory understanding (Organizational Units, mapping drives, unlocking accounts, network printers); A+, Network+ and/or Microsoft Certifications; Windows 7/10, MS Office, Google Workspace, MAC, iPhone, iPad and Android experience; and knowledge of helpdesk solutions such as an IT ticketing system and remote support tools.

The selected candidate will be required to pass a four (4) month Working Test Period.

Candidacy review begins immediately and continues until appointment is made. **Please submit your cover letter, resume/CV and contact information for three professional references.** Official transcripts are required prior to the starting date of employment.

SAME Program Applicants: If you are applying under the NJ State as a Model Employer "SAME" Program, your supporting documents (Schedule A or B letter), must be submitted along with your application materials by the closing date indicated above. For more information on the NJ SAME Program visit their website at: https://nj.gov/csc/same/overview/index.shtml, email: CSC-SAME@csc.nj.gov or call the Civil Service Commission at (609)-292-4144, option 3. You may also contact Kean's Recruiting Team at SAME@kean.edu.

Contact Information

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

Contact

Lead Desktop Support Technician
Kean University

,