

IT Support Technician
University at Buffalo, The State University of New York

Direct Link: <https://www.AcademicKeys.com/r?job=251041>

Downloaded On: Apr. 20, 2025 3:00pm

Posted Jan. 3, 2025, set to expire Aug. 4, 2025

Job Title	IT Support Technician
Department	IT Customer Service
Institution	University at Buffalo, The State University of New York Buffalo, New York
Date Posted	Jan. 3, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Information Technology
Job Website	https://www.ubjobs.buffalo.edu/postings/54980
Apply By Email	
Job Description	

Position Summary

The University at Buffalo, [IT Customer Service department](#) (ITCS) is looking for an **IT Support Technician**. Our IT Support Technicians are technical problem solvers with a passion for exceeding expectations. This highly visible role serves as the face of IT support for administrative departmental customers.

Duties and Responsibilities include:

- Work with central administrative staff of all levels to coordinate and provide VIP level support.
- Provide technical support for onsite and offsite presentations, events, and meetings including connectivity, communication, and basic meeting A/V.

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- Assist with Root Cause Corrective Analysis investigations.
- Consult with users in the proper use of endpoint hardware and UB standard software such as Microsoft 365 and Zoom.
- Perform operating system and application upgrades, installations, and reconfiguration on user endpoints.
- Work as a member of a team in Windows and macOS environments providing technical support for user endpoints and related technology.
- Work in a rotation-based environment with different support focus areas including the University executive suites.

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 and responsibilities listed above continue to occur in a 24x7 environment, therefore, working extended hours, holidays, or varied hours may be required.

Learn about our [BENEFITS](#), where we prioritize your well-being and success to enhance every aspect of your life.

Learn more about what it looks like to be a part of the [University at Buffalo community](#).

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 with 2 year's experience in a hands-on endpoint support role or a combination of education and experience will be considered.
- Experience diagnosing problems and performing maintenance on computers, wireless devices and related business devices.
- Experience with Windows and macOS endpoint support including standard productivity and collaboration tools (MS 365 (outlook, office), Zoom/Teams)
- High level of professionalism and excellent communication and customer service skills.
- Must have a valid NYS driver's license or the ability to meet the transportation needs of the position.
- Applicants must be authorized to work in the United States on a full-time basis without visa

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sponsorship.

Preferred Qualifications

- Experience with endpoint support in a higher education environment
- Basic network experience and troubleshooting (ie DNS, DHCP)
- Basic user and endpoint management experience (ie AD, Intune, SCCM, Jamf)

Physical Demands

- Must be able to transport desktop computers weighing up to 25lbs

Contact Information

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

Contact

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