

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

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

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

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

#### 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

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- including connectivity, communication, and basic meeting A/V.
- 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.

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- Applicants must be authorized to work in the United States on a full-time basis without visa 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**