

IT Customer Service Analyst
University at Buffalo, The State University of New York

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

Job Title	IT Customer Service Analyst
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/54982
Apply By Email	
Job Description	

Position Summary

The University at Buffalo, a top 40 public research university and the State University of NY's flagship university, is searching for an **IT Customer Service Analyst** in [IT Customer Service](#). This position is a technical support role working with cutting edge technology in the customer service unit of one of the largest and most progressive IT organizations in Western NY.

As the **IT Customer Service Analyst**, you will...

- Provide exceptional technical support and consultation to end users of technology and services supported by the department
- Diagnose technical issues that are reported by end users

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- Understand, resolve, or escalate technical problems
- Utilize expertise in computer systems and applications packages to provide guidance to users
- Stay abreast of new technology and look for opportunities to improve IT customer service

ABOUT UBIT:

It is a great time to join **UB Information Technology (UBIT)**! Our staff are highly skilled and motivated to succeed 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 years of experience in a technical support role **or** master's degree in a technical field with no experience. Equivalent combination of education and experience will be considered.
- 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 sponsorship.

Preferred Qualifications

- Bachelor's degree in technical field
- Previous IT Help Desk or desktop support experience
- Experience related to IT support in a university environment

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Contact Information

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

Contact

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