

IT Support Analyst II Worcester Polytechnic Institute

Direct Link: <https://www.AcademicKeys.com/r?job=251886>

Downloaded On: Jan. 22, 2025 2:40am

Posted Jan. 21, 2025, set to expire May 17, 2025

| | |
|-----------------------------|---|
| Job Title | IT Support Analyst II |
| Department | |
| Institution | Worcester Polytechnic Institute Worcester, Massachusetts |
| Date Posted | Jan. 21, 2025 |
| Application Deadline | Open until filled |
| Position Start Date | Available immediately |
| Job Categories | Classified Staff |
| Academic Field(s) | Administrative Support/Services |
| Apply Online Here | https://apptrkr.com/5939433 |
| Apply By Email | |
| Job Description | |

Image not found or type unknown



JOB TITLE

IT Support Analyst II

LOCATION

Worcester

DEPARTMENT NAME

Services & Support

DIVISION NAME

Worcester Polytechnic Institute - WPI

JOB DESCRIPTION SUMMARY

IT Support Analyst II Worcester Polytechnic Institute

Direct Link: <https://www.AcademicKeys.com/r?job=251886>

Downloaded On: Jan. 22, 2025 2:40am

Posted Jan. 21, 2025, set to expire May 17, 2025

The IT Support Analyst II plays a pivotal role in optimizing service operations, resolving technical challenges, and enhancing user experiences. This position is responsible for analyzing performance data to identify trends, implementing long-term solutions, and streamlining workflows to boost efficiency and user satisfaction. The Analyst leads Service Desk operations, curates and maintains IT knowledge repositories, and designs potential training programs to elevate technical expertise and customer service excellence. Additionally, the IT Support Analyst II oversees IT projects and testing, acts as a liaison between departments, and provides advanced support and mentorship for the IT Support Analyst I role.

WPI is passionate about creating an inclusive workplace that promotes and values diversity. We are looking for candidates who can support our commitment to equity, diversity and inclusion.

JOB DESCRIPTION

Responsibilities:

- Analyze performance data to identify trends and implement long-term solutions.
- Streamline workflows to enhance efficiency and user satisfaction.
- Lead Service Desk operations, ensuring timely and effective resolution of technical issues.
- Curate and maintain IT knowledge repositories.
- Resolve complex technical issues in collaboration with cross-functional teams.
- Design and implement training programs to improve technical expertise and customer service skills.
- Oversee IT projects and testing, ensuring successful project delivery.
- Reengineer support workflows to improve customer experiences.
- Act as a liaison between departments to facilitate communication and collaboration.
- Provide advanced support and mentorship for IT Support Analyst I team members.
- Curate and maintain IT knowledge repositories, including documentation and FAQs.
- Oversee Service Desk financial operations, including purchasing, training, and maintenance scheduling.

Requirements:

- Bachelor's degree in information technology, Computer Science, or a related field.
- Minimum of 3-5 years of experience in IT support or a similar role.
- Strong analytical and problem-solving skills.

IT Support Analyst II Worcester Polytechnic Institute

Direct Link: <https://www.AcademicKeys.com/r?job=251886>

Downloaded On: Jan. 22, 2025 2:40am

Posted Jan. 21, 2025, set to expire May 17, 2025

- Excellent communication and interpersonal skills.
- Proven ability to lead and mentor junior team members.
- Experience with IT project management and testing.
- Proficiency in IT service management tools and practices.
- Preferred Skills:
- Certifications such as ITIL, CompTIA A+, or similar.
- Experience in developing and delivering training programs.
- Familiarity with knowledge management systems.
- Work Environment:
- Office-based with occasional remote work options.
- Collaborative and fast-paced environment.

Starting pay: \$26.63 per hour. WPI's [benefits package](#) includes a robust retirement match, wellness perks, tuition assistance and more!

FLSA STATUS

United States of America (Non-Exempt)

WPI is an Equal Opportunity Employer that actively seeks to increase the diversity of its workplace. All qualified candidates will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability. It seeks individuals with diverse backgrounds and experiences who will contribute to a culture of creativity, collaboration, inclusion, problem solving, innovation, high performance, and change making. It is committed to maintaining a campus environment free of harassment and discrimination.

To apply, visit: https://wpi.wd5.myworkdayjobs.com/en-US/WPI_External_Career_Site/job/Worcester/IT-Support-Analyst-II_R0003074

About WPI

WPI is a vibrant, active, and diverse community of extraordinary students, world-renowned faculty, and state of the art research facilities. At WPI, we have competitive and comprehensive benefits, including health insurance, long-term care, retirement, tuition assistance, flexible spending accounts, work-life balance and much more.

Diversity & Inclusion at WPI

IT Support Analyst II Worcester Polytechnic Institute

Direct Link: <https://www.AcademicKeys.com/r?job=251886>

Downloaded On: Jan. 22, 2025 2:40am

Posted Jan. 21, 2025, set to expire May 17, 2025

WPI is committed to creating an inclusive workplace where everyone feels valued and respected; a place where every student, faculty and staff member can be themselves, so that they can study, live, and work comfortably, to reach their full potential, and make meaningful contributions in order to meet departmental and institutional goals. WPI thrives on innovative practice and welcomes diverse perspectives, insight, and people from diverse lived experiences, to enhance the community environment and propel the institution to the next level in a competitive, global marketplace.

Contact Information

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

Contact

N/A

Worcester Polytechnic Institute

,