Endpoint Support Analyst
University at Buffalo

Job Title	Endpoint Support Analyst
Department	IT Customer Service
Institution	University at Buffalo
	Buffalo, New York
Date Posted	Apr. 29, 2025
Application Deadline	04/28/2026
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
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Job Description	

Endpoint Support Analyst

Position Information

Position Title: Endpoint Support Analyst
Department: IT Customer Service
Posting Link: https://www.ubjobs.buffalo.edu/postings/56896
Job Type: Full-Time

Posting Detail Information

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Position Summary

IT Customer Service at the University at Buffalo provides direct and individualized user support for UBs vast enterprise technical portfolio. As the **Endpoint Support Analyst**you areresponsible for providing expert level endpoint support/administration for end user devices in a complex enterprise environment. This role requires strong technical knowledge, exceptional customer service aptitude, and outstanding attention to detail. The Analyst will work with a support team responsible for providing advanced end user device technical support, including applications administration, in support of University business units, computing sites, and classrooms during University business hours.

Your primary duties include:

- Work as a member of a team in Windows and MacOS environments providing technical support for client workstations and related technology devices.
- Work to maintain the integrity and security of University data and intellectual property by applying updates and security patches to endpoint devices.
- Assist with monitoring and mitigating endpoint security risks in conjunction with team members and information security office.
- Provide support for department hardware and software lifecycles by assisting customers with inventory and purchasing while maintaining the established hardware and software standards.
- Identify opportunities for process, systems, and application improvements and automations.
- Provide end-user assistance involving analysis, identification of problem or need, implementing solutions and required system adaptations.
- Perform operating system and application package upgrades, installations, and reconfiguration in support of development, production services and IT security.
- Assist colleagues with technical issues as needed to foster knowledge transfer and skills development.
- Provide expert technical knowledge and advice, including installation, testing, and evaluation of new software; monitoring; and support of systems.
- Provide prompt support and service in a professional and friendly manner.

Additional Information:

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 247 environment, therefore, working extended hours, holidays, or varied hours may be required.

Learn More:
Our **benefits**, where we prioritize your well-being and success to enhance every aspect of your life. Being 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

- Bachelors degree in a technical field with 3 years of direct technical support experience or a combination of education and experience will be considered.
- Practical knowledge of MS-Active Directory, Group Policy and Endpoint devices management.
- Experience developing management/monitoring scripts using Windows PowerShell, VB Script, or Python.
- Direct customer support experience in a call center or field services capacity.
- Experience supporting Windows and MacOS workstations.
- Demonstrated proficiency to diagnose problems and perform maintenance on personal computers, notebook computers, wireless devices, application software and operating systems.
- Experience implementing secure computing technologies and practices (anti-virus, firewalls, security polices, automated patching, group policy, file system permissions) as defined by the University.
- Applicants must be currently authorized to work in the United States on a full-time basis without visa sponsorship.

Preferred Qualifications

Experience with SCCM, JAMF, Intune, Active Directory and Group Policy.

- Experience supporting SaaS in an enterprise environment.
- Experience supporting MS365 applications and environment.

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- Familiarity with DNS, TCP/IP, and Network Services.
- Experience with Cybersecurity concepts and tools (ie MS Defender, Spirion)
- Experience supporting end users in an educational or higher ed environment.

Physical Demands

Must be able to carry desktop computers weighing up to 25lbs.

Salary Range
$70,000 - $84,000

Special Instructions Summary

Is a background check required for this posting?
No

Contact Information

Contact's Name: Cheryl Fronczak
Contact's Pronouns:
Contact's Title: Endpoint Support Manager
Contact's Email: cherylf@buffalo.edu
Contact's Phone: 716-645-2013

Posting Dates

Posted: 04/28/2025
Deadline for Applicants:
Date to be filled: 06/19/2025

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Contact Information

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

Contact

N/A

University at Buffalo

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