

IT Services Desktop Support Supervisor (EDP Systems  
Analyst II)  
Quinsigamond Community College

Direct Link: <https://www.AcademicKeys.com/r?job=257180>

Downloaded On: May. 20, 2025 9:26pm

Posted May 20, 2025, set to expire Jun. 8, 2025

<b>Job Title</b>	IT Services Desktop Support Supervisor (EDP Systems Analyst II)
<b>Department</b>	IT Services
<b>Institution</b>	Quinsigamond Community College Worcester, Massachusetts
<b>Date Posted</b>	May 20, 2025
<b>Application Deadline</b>	06/08/2025
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Information Technology
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**Job Description**

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**IT Services Desktop Support Supervisor (EDP Systems Analyst II)**

**Category:** Other

**Department:**

**Locations:** Worcester, MA

**Posted:**

**Closes:** 6/8/2025

**Type:**

**Position ID:** 188208

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**General Statement**

The EDP Systems Analyst II - IT Services Desktop Support Supervisor provides technical support and service in a Windows environment. The supervisor will work with all QCC constituencies - students, faculty and staff. This involves general maintenance of computing hardware and software. The supervisor may also be called upon to assist with the configuration and deployment of hardware and software; prioritizing work; managing support personnel; and reassigning work tickets as needed; network connectivity troubleshooting; software installation/upgrades and assist in maintaining HW/SW inventory. Support is delivered through calls, emails, and desk side visits. Excellent communication and collaboration skills are required within the IT department as well as the college.

**Supervision Received**

Reports to the Director of IT Services

**Supervision Exercised**

The IT Services Desk Support Supervisor provides direction to employees of lower grade as assigned.

**Duties and Responsibilities**

- Supervise IT Services Desktop Support staff to efficiently manage incoming support tickets as well as training.
- Collaborate with the IT Service Desk Supervisor to ensure continuity of services between the service desk and desktop support staff.
- Provide schedules and planning for college computers for maintenance and replacement.
- Maintain asset data as needed, working closely with the Service Desk to ensure accuracy.
- Maintain desktop service procedure documentation including narrative, flow charts, and check lists.
- Analyze data from the ticketing system to identify trends in problem areas, to provide ad hoc reports to the Director of IT Services for department review and ticketing analysis.
- Provide back-up support to IT services desktop support full and part-time staff as needed for tier one and two support tasks.
- Manage major IT events within our ticketing system, in collaboration with ticket owners, ensuring resolution and customer communication.
- Compile, program, and update reports regularly containing key agency statistics for distribution throughout the department.
- Provide communication of issues and ongoing projects to the Director of IT Services.

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- Incumbents of positions at this level receive general supervision from the Director of IT Services or other employees of higher grade who provide guidance on procedures, assign work and review performance, and review the performance of 1-5 programmers, systems analysts or other data processing personnel.
- Performs other duties as assigned.

Job Requirements:

**Minimum Qualifications**

Applicants must have at least (A) four years of full-time, or equivalent part-time, professional experience in service desk and/or desktop support of which (B) at least two years must have been in work in which the major duties included computer systems analysis, or (C) any equivalent combination of the required experience and the substitutions below.

**Substitutions**

- An Associate's degree with a major in the field of data processing or computer programming may be substituted for a maximum of one year of the required (A) experience.
- A Bachelor's degree with a major in the field of data processing or computer and/or information science may be substituted for a maximum of two years of the required (A) experience.
- A Graduate degree with a major in the field of data processing or computer and/or information science may be substituted for a maximum of two years of the required (A) experience.
- A diploma for completion of a two year full-time, or equivalent part-time, program in a recognized non degree granting business or vocational/technical school above the high school level with a major in the field of computer programming may be substituted for a maximum of one year of the required (A) experience.
- An official transcript from a recognized business or vocational/ technical school as evidence of completion of a program consisting of at least 650 hours of instruction in the field of computer programming may be substituted for a maximum of one year of the required (A) experience.

**Preferred Qualifications**

- Bachelor of Science in Computer Science or equivalent.
- Five years' experience supporting microcomputers in a non-homogenous networked environment.
- Three years' experience supporting desktop computers in a large enterprise environment and providing hands-on technical support.

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- Expert knowledge of Windows client operating Mac OS and the TCP/IP protocol suite.
- Experience with PC and Mac Network Interface Cards (NIC).
- Knowledge of multimedia technology configurations.
- Excellent oral and written communication and technical communication skills
- One year of supervisory experience
- A+ Certification

**Additional Information:**

Quinsigamond Community College is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, color, national origin, ethnicity, gender, disability, religion, age, veteran status, genetic information, gender identity or sexual orientation in its programs and activities as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and college policies. The College prohibits sexual harassment, including sexual violence. Inquiries or complaints concerning discrimination, harassment, retaliation, or sexual violence shall be referred to the College's Affirmative Action and/or Title IX Coordinator, the Massachusetts Commission against Discrimination, the Equal Employment Opportunities Commission or the United States Department of Education's Office for Civil Rights.

Quinsigamond Community College will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Diversity, inclusion, and equity are core values at Quinsigamond Community College. We are passionate about building and sustaining an inclusive, respectful, and equitable environment for all students, staff, and faculty. Every member on our college campus enriches our diversity. We support inclusion and are dedicated to ensuring equity in access to opportunities.

Quinsigamond Community College is an equal opportunity/affirmative action employer. Members of underrepresented groups, minorities, women, veterans, persons with disabilities, and all persons committed to diversity and inclusive excellence are strongly encouraged to apply.

Successful applicants will be required to complete a Criminal Offender Record Information (CORI/SORI) request.

**To apply, visit <http://qcc.interviewexchange.com/jobofferdetails.jsp?JOBID=188208>**

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**Contact Information**

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

**Contact**

IT Services  
Quinsigamond Community College

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