

IT Operations Associate, Kean Information Technology Kean University

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Posted May 30, 2025, set to expire Mar. 27, 2026

Job Title	IT Operations Associate, Kean Information Technology
Department	
Institution	Kean University Union, New Jersey
Date Posted	May 30, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Information Technology
Job Website	https://kean.wd1.myworkdayjobs.com/en-US/Kean/details/IT-Operations-Associate--Kean-Information-Technology_R3448-1

Apply By Email

Job Description

Under the supervision of the Director of IT Operations, the IT Operations Associate (Professional Services Specialist 4, Computer Services) will play a key role in supporting IT operations and core applications at the university. This entry-level position will act as a liaison between IT operations, other IT verticals, and university departments, assisting with the implementation of IT initiatives, ensuring alignment across teams, and supporting the University's technical ecosystem. The role offers opportunities to develop expertise in systems administration, process improvement, and collaborative IT projects while contributing to a variety of strategic priorities.

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Responsibilities include, but are not limited to: IT operations support, cross-departmental liaison, process design and best practices, training and documentation, and project support.

This position requires in-person support and is based at the Union, NJ campus, but supports other campus locations. This position requires a flexible schedule including evening and weekend hours. Some travel may be required.

Qualifications: Graduation from an accredited college with a Bachelor's degree and one (1) year of professional experience in desktop support, systems administration or a similar technical role is required. Applicants who do not possess the required education may substitute the above related professional experience on a year-for-year basis.

A Bachelor's degree in IT, Computer Science or related field; experience with IT project management and process design; familiarity with ITIL frameworks or similar methodologies and certifications such as CompTIA A+, Microsoft 365 Certified: Modern Desktop Administrator or equivalent is preferred.

Candidate must be familiar with Windows operating systems, Microsoft 365, and IT systems management; possess excellent problem-solving, communication and interpersonal skills, along with patience and a customer-friendly attitude and have the ability to work in a team environment.

The selected candidate will be required to pass a four (4) month Working Test Period.

Candidacy review begins immediately and continues until appointment is made. **Please submit your cover letter, resume/CV and contact information for three professional references.** Official transcripts are required prior to the starting date of employment.

In compliance with New Jersey's Pay Transparency Law, the negotiated annual salary range for this position is: \$54,351.06 to \$71,694.54 (Steps 1-8). Salaries for internal applicants will be based on union negotiated calculations. This position may also be eligible for a comprehensive benefits package, including health and dental insurance, a retirement plan and benefits for work life balance. For a full overview of our benefits offerings, please refer to our [Kean University Benefits website](#).

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SAME Program Applicants: If you are applying under the NJ State as a Model Employer “SAME” Program, your supporting documents (Schedule A or B letter), must be submitted along with your application materials by the closing date indicated above. For more information on the NJ SAME Program visit their website at: <https://nj.gov/csc/same/overview/index.shtml>, email: CSC-SAME@csc.nj.gov or call the Civil Service Commission at (609)-292-4144, option 3. You may also contact Kean’s Recruiting Team at SAME@kean.edu.

Contact Information

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

Contact

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