Instructional Support Technician
University at Buffalo

Job Title	Instructional Support Technician
Department	
Institution	University at Buffalo
	Buffalo, New York
Date Posted	Aug. 26, 2025
Application Deadline	08/25/2026
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Information Technology
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Job Description	

Instructional Support Technician

Position Information

Position Title: Instructional Support Technician
Department: SSW IT
Posting Link: https://www.ubjobs.buffalo.edu/postings/58634
Job Type: Full-Time

Posting Detail Information

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Position Summary

The University at Buffalo **Graduate School of Social Work** is seeking an Instructional Support Technician. The Instructional Support Technician provides IT technical support to the schools instruction, research, and public service missions.

In this position, you will:

- Work as a member of an IT team in a Windows 11, Windows Server, iOS, and Android environment providing technical support.
- Perform a variety of computer-related support tasks and respond to the IT Service Request System.
- Provide support for the schools desktop refresh and equipment purchase by imaging, deploying, personalizing, and maintaining computers.
- Provide end-user assistance involving analysis, identification of problems or needs, implementing solutions, and required system adaptations.
- Implement and support UB security policies.
- Perform other duties relevant to the area of technical and software support within the school (e.g., tracking the resolution of technical issues, authoring documentation, and identifying processes for continued service improvement).
- Use current IT tools: Microsoft 365, Microsoft Defender Endpoint, Microsoft Teams, Microsoft SCCM, Spirion, Zoom, Cisco VPN, Lansweeper, OneDrive, Box, and additional in-house tools.
- Report to the Director Technology Services.

The nature of the position requires analytical thinking skills and the ability to troubleshoot and resolve problems. Successful candidate will have a strong customer service orientation, with the ability to anticipate customer needs .Effective time management and the ability to prioritize are essential, as multiple technical issues may arise with little or no warning.

The Instructional Support Technician must continually remain proficient instate-of-the-art-technology for relevant computing platforms, operating systems, applications, procedures, and techniques.

Outstanding Benefits Package
Working at UB comes with benefits that exceed salary alone. There are personal rewards including comprehensive health and retirement plan options. We also focus on creating and sustaining a healthy mix of work, personal and academic pursuit - all in an effort to support your work-life effectiveness. We support your growth and development through our career coaching and training department and we

qualify as a public service loan forgiveness organization. Learn more about the great **benefits** the University at Buffalo has to offer.

About The University at Buffalo

The University at Buffalo (UB) #ubuffalo is one of Americas leading public research universities and a flagship of the State University of New York system, recognized for our excellence and our impact. UB is a premier, research-intensive public university dedicated to academic excellence. Our research, creative activity and people positively impact the world. Like the city we call home, UB is distinguished by a culture of resilient optimism, resourceful thinking and pragmatic dreaming that enables us to reach others every day. Visit our website to learn more about the **University at Buffalo**.

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 Computer field or a related field is required.
- At least two (2) years of experience providing face-to-face end user technical support.
- A general understanding of TCP/IP, Active Directory, Windows Server, and Desktop GPOs.
- Demonstrated ability to diagnose problems and perform maintenance on personal computers, notebook computers, wireless devices, application software, operating systems, and related peripheral devices.
- Experience implementing secure computing technologies and practices (e.g., disk encryption, anti-virus, firewalls, GPO security polices, automated patching, configuration profiles, and file system permissions).
- Analysis, design, and programming/scripting experience with client-server technologies.

Preferred Qualifications

- Experience in a higher education setting is preferred.
- Graphic creation and editing.
- PowerShell and command scripting.
- SQL language.
- Working knowledge of ASP IIS WEB coding.
- Working knowledge of HTML/JavaScript.

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Physical Demands

- Moving computer equipment

Salary Range
$58,000 - $63,000

Special Instructions Summary

Is a background check required for this posting?
No

Contact Information

Contact's Name: Deborah Hill
Contact's Pronouns:
Contact's Title: Assistant Director, Technology Services
Contact's Email: dahill2@buffalo.edu
Contact's Phone: 716-645-1239

Posting Dates

Posted: 08/25/2025
Deadline for Applicants:
Date to be filled: 10/06/2025

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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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