

## Associate Systems Analyst Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=261692>

Downloaded On: Aug. 28, 2025 10:02pm

Posted Aug. 28, 2025, set to expire Jan. 8, 2026

<b>Job Title</b>	Associate Systems Analyst
<b>Department</b>	Tufts Technology Services
<b>Institution</b>	Tufts University Medford, Massachusetts
<b>Date Posted</b>	Aug. 28, 2025
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Information Technology
<b>Job Website</b>	<a href="https://jobs.tufts.edu/jobs/22267?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys">https://jobs.tufts.edu/jobs/22267?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

### Overview

[Tufts Technology Services](#) (TTS) is a university-wide service organization committed to delivering adaptable, results driven technology solutions in support of Tufts' mission of teaching, learning, research, innovation, and sustainability. With staff working remotely, hybrid and on campus across Tufts University, as well as a 24x7 IT Service Desk, we collaborate with schools and divisions to meet the demands of a global, mobile, and diverse community. We promote a collaborative, forward-thinking, flexible work environment, embrace diversity and inclusion, and encourage personal and professional development.

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Fostering a culture of organizational citizenship and making others successful, demonstrating integrity, ethical conduct and optimism, active contribution and continuous learning enables staff to serve the goals and values of the University and creates a fulfilling and positive work experience for all.

### What You'll Do

The Associate Systems Analyst is responsible for assisting in the analysis, design, and implementation of computer systems and applications. This role provides technical support and assistance to users and troubleshoots basic technical issues. This role is ideal for someone who is eager to learn, grow technical skills, and contribute to the success of Tufts' technology services. The position involves working closely with senior analysts, end-users, and vendors to ensure systems run smoothly and efficiently. The position requires a forward-thinking analyst with a desire to improve end user experience, process improvement, collaboration efforts and increase efficiency.

Responsibilities include:

### Technical Support and Training

- Provide technical support to end-users, troubleshoot issues, and offer solutions.
- Assist in troubleshooting basic system issues and escalating complex problems.
- Support system testing and documentation efforts.
- Participate in training sessions and learn system administration tasks.
- Respond to IT tickets and provide first-level support.
- Work with technical staff to ensure improvements in technology meet best practices and TTS standards while meeting the business needs of the customer.
- Support and manage applications to ensure appropriate use and the integrity of the system is continued
- Identify routine and standard problems and issues as they arise and discuss methods to confirm resolution and change course as directed.
- Support the development of workflows, system configurations, change documentation and training staff on applications.
- Manage user permissions and access for systems

### Daily Operations

- Ensure staff have a high degree of customer satisfaction and ensure the highest level of system availability by continually monitoring system health.

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- Work with third party vendors to escalate and troubleshoot routine issues.
- Provide front line support for systems.
- Evaluate issues and assign appropriately in ticketing system.
- Monitor system health and report issues to senior staff.
- Create and run reports for data requests.
- Help document procedures and workflows.
- Complete end user access requests.
- Assist with small projects or tasks under the guidance of senior staff.
- Participate in meetings and take notes or follow up on assigned tasks.

### **Other Duties as Assigned**

### **What We're Looking For**

#### **Basic Requirements:**

- Knowledge and experience typically acquired by a Bachelor's Degree and three years or more working in an information technology support role or technical setting.
- Basic understanding of application administration and support.
- Experience managing small projects, including vendor coordination.
- Good communication and collaboration skills.
- Ability to effectively manage time and prioritize workload.
- Ability to work collaboratively and follow instructions.
- Ability to work efficiently to ensure timely resolutions to customer requests.
- Demonstrated attention to detail and excellent analytical skills.
- Problem-solving abilities and a proactive approach to system issues.
- Strong willingness to learn and grow in a technical environment.

#### **Preferred Qualifications:**

- Strong understanding of application setup and device management, including but not limited to building management systems, physical security technology, or dining and food management systems, or equivalent.
- Experience with supporting food inventory, food management, and POS systems such as FoodPro, Jamix, Transact, Atrium, etc.
- Exposure to databases, networking, or enterprise applications.

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- Experience with supporting public safety systems, including case management, security alarms, door access, security cameras such as IMC, Bosch, Snider or Honeywell technology, Genetec, DSX, Lenel, etc.
- Demonstrated ability to identify ways to learn the environment to contribute to decision-making.

### **Pay Range**

Minimum \$39.90, Midpoint \$47.50, Maximum \$55.10

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

### **Contact Information**

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

### **Contact**

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