

Liaison IT User Support, Office of Medical Computing
University at Buffalo

Direct Link: <https://www.AcademicKeys.com/r?job=262739>

Downloaded On: Sep. 19, 2025 8:15pm

Posted Sep. 19, 2025, set to expire Oct. 17, 2025

Job Title Liaison IT User Support, Office of Medical Computing
Department Jacobs School of Medicine and Biomedical Sciences
Institution University at Buffalo
Buffalo, New York

Date Posted Sep. 19, 2025

Application Deadline 10/17/2025

Position Start Date Available immediately

Job Categories Classified Staff

Academic Field(s) Information Technology

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Job Description

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Liaison IT User Support, Office of Medical Computing

Position Information

Position Title: Liaison IT User Support, Office of Medical Computing

Department: Jacobs School of Medicine and Biomedical Sciences

Posting Link: <https://www.ubjobs.buffalo.edu/postings/59114>

Job Type: Full-Time

Posting Detail Information

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Position Summary

The **Liaison IT User Support** provides a bridge between the User Support and Server / Application / Network Support teams to coordinate efforts and resolve problems that involve technical components and systems supported by both teams. The position will perform User Support activities and will assist in servers and networking systems as identified by the Server / Application / Network Support team. The position will provide backup support to systems maintained by the Server / Application / Network Support team.

In this role, you will:

- Act as a liaison between Users Support and Server/ Application / Networking Support Team (NISA).
- Provide technical support to user support team and backup support for the NISA team
- Maintain pc\mac setups for the Jacob School of Medicine along with clinical departments
- Cover local as well as remote sites
- Be versatile in all Server Microsoft OS versions
- Be knowledgeable in IP networking, VMWARE, ISCSI Network; Storage Systems, Firewall Technology, Microsoft server products, Web Servers and Microsoft SQL, Backup Infrastructure and devices, Active Directory
- Have experience diagnosing problems and performing maintenance on pc/mac, notebook computers, wireless devices, application software, and operating systems.
- Install and configure desktop software associated with our standard desktop included but not limited to MS Office 365.
- Possess knowledge of imaging pcs for deployment and tracking images for the school as well as the clinical departments.

Learn more:

- Our [benefits](#), where we prioritize your well-being and success to enhance every aspect of your life.
- Being a part of the [University at Buffalo community](#).

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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 related field or a combination of education and experience will be considered
- 3 years experience in Information Technology Customer Service or comparable professional certifications
- Requires local travel. Appointees will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate their capacity to meet the transportation needs of the job
- VMware/Microsoft server support experience and/or certifications
- MacOS and Windows PC support experience

Preferred Qualifications

- JAMF Apple Enterprise Management experience
- Project management training and/or experience
- Citrix support
- MAC Support
- Experience with one or more of the following tools (or similar): MS 365, Zoom, Microsoft Teams, Panopto, SCCM, BOX, MS OneDrive, JAMF, Beyond Trust (Bomgar), Windows OS Pro (10,11), MACOS

Physical Demands

The work involves moderate environmental discomfort such as continuous moderate noise from adjacent cubicles, machines and or discomfort from poor ventilation or uncomfortable heat or cold.

Salary Range

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Competitive

Special Instructions Summary

Is a background check required for this posting?

No

Contact Information

Contact's Name: Sandra Klubek

Contact's Pronouns:

Contact's Title: Administrative Assistant

Contact's Email: sandrakl@buffalo.edu

Contact's Phone: 716-829-2180

Posting Dates

Posted: 09/18/2025

Deadline for Applicants:

Date to be filled:

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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