

**Desktop Support Technician (EDP Systems Analyst I)**  
**Quinsigamond Community College**

Direct Link: <https://www.AcademicKeys.com/r?job=263805>

Downloaded On: Oct. 10, 2025 4:45pm

Posted Oct. 10, 2025, set to expire Oct. 20, 2025

**Job Title** Desktop Support Technician (EDP Systems Analyst I)  
**Department** IT  
**Institution** Quinsigamond Community College  
Worcester, Massachusetts

**Date Posted** Oct. 10, 2025

**Application Deadline** 10/20/2025

**Position Start Date** Available immediately

**Job Categories** Classified Staff

**Academic Field(s)** Information Technology

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**Job Description**

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**Desktop Support Technician (EDP Systems Analyst I)**

**Category:** Other

**Department:**

**Locations:** Worcester, MA

**Posted:**

**Closes:** 10/20/2025

**Type:**

**Position ID:** 193620

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### **General Statement**

The Desktop Support Technician (EDP Systems Analyst I) provides computer support to the college community by responding to work requests received by the QCC IT Service Desk. Work includes, but is not limited to, installing, troubleshooting, repairing, and maintaining school computer equipment and software.

### **Supervision Received**

The Desktop Support Technician reports to the Director of IT Services and receives direction from the Desktop Support Supervisor (EDP Systems Analyst 2) and/or the Associate Director of IT Services.

### **Supervision Exercised**

The Desktop Support Technician (EDP Systems Analyst I) provides direction to part-time IT Service Desk technicians and student workers as assigned.

### **Duties and Responsibilities**

- Troubleshoot and fix hardware and software issues
- Image and install IT equipment
- Monitor incident queue in ticketing system for incoming IT Service requests, as well as creating tickets for work performed
- Mapping of network resources
- Install computer software
- Perform preventative maintenance on computer hardware and peripherals
- Deploy and troubleshoot VOIP phones
- Ensure all issues are responded to in a timely manner.
- Communicate with the end user the status and resolution of tickets.
- Assist faculty and staff with technology questions
- Assist with hardware inventory and relocation
- Follow prescribed processes for gathering pertinent data relating to the user's issue and accurately record the details of a user's call in the ticketcall tracking system.
- Documents issuessolutions on an ongoing basis in the ticketing system knowledge base.
- Other duties as assigned.

Job Requirements:

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### Minimum Qualifications

- 1 year experience in supporting and troubleshooting computer technology OR currently working towards a degree in computer technology and 6 months' experience.
- Strong customer service ethic with a friendly and positive attitude.
- Excellent communication, listening reading comprehension and writing skills.
- Experience supporting mobile and wireless technologies.
- Experience imaging PCs/laptops.
- Working knowledge of WIN10 and Microsoft Office.
- Previous customer service experience highly desired.
- Strong ability to communicate technical information to non-technical people.

### Preferred Qualifications

- An associate's degree in computer technology or 2 years' experience in supporting computer technology.
- Experience with ISM, Freshservice or other call tracking software.

### 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

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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=193620>

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### Contact Information

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

### Contact

IT

Quinsigamond Community College

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