

## IT Support Analyst Worcester Polytechnic Institute

Direct Link: <https://www.AcademicKeys.com/r?job=269215>

Downloaded On: Dec. 8, 2025 5:32pm

Posted Dec. 8, 2025, set to expire Jun. 30, 2026

<b>Job Title</b>	IT Support Analyst
<b>Department</b>	Services & Support
<b>Institution</b>	Worcester Polytechnic Institute Worcester, Massachusetts

<b>Date Posted</b>	Dec. 8, 2025
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<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately

<b>Job Categories</b>	Classified Staff
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<b>Academic Field(s)</b>	Information Technology
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**Job Description**

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**JOB TITLE**

IT Support Analyst

**LOCATION**

Worcester

**DEPARTMENT NAME**

Services & Support

**DIVISION NAME**

Worcester Polytechnic Institute - WPI

**JOB DESCRIPTION SUMMARY**

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The IT Support Analyst assists users with the operation and repair of computer systems and other technological equipment. They are responsible for performing diagnostic tests and troubleshooting to identify client issues, providing users with accurate information on IT offerings and services, educating users on procedures for resolving or preventing recurrence of a technical problems, and explain and provide IT solutions to users in non-technical and comprehensible terminology.

The IT Support Analyst works closely with other Service Desk staff, Service Desk student staff and IT technical support staff to ensure the successful and timely resolution of incoming incidents, questions, service requests and IT projects as needed.

### Work Location Details

This role is mostly on-site with an optional work from home day once per week or as needed for illness, family matters, weather, or similar circumstances. Hours are 10:30 a.m. to 7:00 p.m. during the academic year and 9:00 a.m. to 5:00 p.m. during the summer.

## **JOB DESCRIPTION**

### **Responsibilities:**

- Provide front-line in-person, phone and e-mail support to WPI faculty, staff and students to provide solutions to technical issues.
- Develop and implement technical procedures effective in quickly addressing user's issues to minimize downtime.
- Carry out assessments to determine the need for changes in hardware/software configurations.
- Provide operational support for the library pay-for-print center, media sales and equipment lending.
- Concisely and effectively document issues in the Service Desk application software to facilitate resolution and maintain user satisfaction.
- Provide support for first call resolution, including proper triage of incidents, troubleshooting, documentation of relevant information, and use of solutions knowledgebase. Route/escalate all issues requiring tier 3 assistance appropriately as needed.
- Assist in the maintenance and support of local computer labs and the library's public computers and printers.
- Ensure the Gordon Library printing locations are neat, orderly, and adequately supplied.
- Assist with Technology Service Desk and Print Center inventory. Tasks include monitoring printer and media supplies.
- Accountable reconciliation of sales made using the Point of Sales system.
- Responsible for the library laptop loaning pool to include routine maintenance, inventory, and

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laptop loans.

- Provide excellent customer service to all members of the WPI community to maintain and improve user satisfaction.
- Provide Tier 1 and 2 support as needed.
- Work on IT Project teams as needed.
- Provide IT orientations for various events across campus as needed.
- Other duties as required by supervisor.

### Requirements:

- Associates Degree in CS related field or equivalent demonstrated by experience.
- Good communication skills and the ability to deal with users of various levels of computer literacy and technical competency are essential.
- Flexibility with shift work and ability to work overtime when needed. Main shift will be from 8:00am to 5pm Monday through Friday during the academic year. Shift may adjust based on Library's open hours when school is not in session.
- Experience supporting current versions of Windows, Mac OS, and Office 365 in a networked environment as well as a working knowledge of PC hardware and configuration issues.
- Knowledge of networking and internetworking concepts as well as wireless networking configuration experience required.
- Must be detail-oriented, possess good problem-solving skills, and be able to work independently.
- Knowledge or experience with the use of Cherwell, LINUX, Remote Assistance tools, and malware detection and removal tools is desirable.

The hourly rate for this position is between \$21.25 and \$26.01 per hour, depending on experience, for a full time schedule of 40 hours per week working 10:30 a.m. to 7:00 p.m. Monday through Friday.

### FLSA STATUS

United States of America (Non-Exempt)

**WPI is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability. It seeks individuals from all backgrounds and experiences who will contribute to a culture of creativity, collaboration, inclusion, problem solving, innovation, high performance, and change making. It is committed to maintaining a campus environment free of harassment and discrimination.**

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**To apply, visit:** [https://wpi.wd5.myworkdayjobs.com/en-US/WPI\\_External\\_Career\\_Site/job/Worcester/IT-Support-Analyst\\_R0003313-1](https://wpi.wd5.myworkdayjobs.com/en-US/WPI_External_Career_Site/job/Worcester/IT-Support-Analyst_R0003313-1)

### **About WPI**

WPI is a vibrant, active, and diverse community of extraordinary students, world-renowned faculty, and state of the art research facilities. At WPI, we have competitive and comprehensive benefits, including health insurance, long-term care, retirement, tuition assistance, flexible spending accounts, work-life balance and much more.

### **Diversity & Inclusion at WPI**

WPI is committed to creating an inclusive workplace where everyone feels valued and respected; a place where every student, faculty and staff member can be themselves, so that they can study, live, and work comfortably, to reach their full potential, and make meaningful contributions in order to meet departmental and institutional goals. WPI thrives on innovative practice and welcomes diverse perspectives, insight, and people from diverse lived experiences, to enhance the community environment and propel the institution to the next level in a competitive, global marketplace.

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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

Worcester Polytechnic Institute

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