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IT Customer Service Analyst, IT Customer Service
University at Buffalo, The State University of New York

Direct Link: https://www.AcademicKeys.com/r?job=219081
Downloaded On: May. 9, 2024 2:54pm
Posted Aug. 4, 2023, set to expire Aug. 4, 2024

Job Title	IT Customer Service Analyst, IT Customer Service
Department	IT Customer Service
Institution	University at Buffalo, The State University of New York Buffalo, New York
Date Posted	Aug. 4, 2023
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Job Website	https://www.ubjobs.buffalo.edu/postings/44398
Apply By Email	

Job Description

Position Summary

The University at Buffalo, a top 40 public research university and the State University of NY's flagship university, is searching for an **IT Customer Service Analyst** in **IT Customer Service**. This position is a technical support role working with cutting edge technology in the customer service unit of one of the largest and most progressive IT organizations in Western NY.

As the**IT Customer Service Analyst**, you will…

- Provide exceptional technical support and consultation to end users of technology and services supported by the department
- Diagnose technical issues that are reported by end users
- Understand, resolve, or escalate technical problems

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- Utilize expertise in computer systems and applications packages to provide guidance to users
- Stay abreast of new technology and look for opportunities to improve IT customer service

About UBIT:
It is a great time to join **UB Information Technology** (UBIT)! Our staff are highly skilled and motivated to succeed and have cutting-edge training and technical resources at their disposal. For more information about UBIT visit our **website**. All the duties & responsibilities listed above continue to occur in a 24×7 environment, therefore, working extended hours, holidays, or varied hours may be required.

Outstanding Benefits:
In addition to professional growth opportunities, UBIT staff have access to 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 to support your work-life effectiveness. Visit our benefits website to learn about our **benefit packages**.

About The University at Buffalo
The University at Buffalo (UB) #ubuffalo is one of America's 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

- Bachelor's degree with 2 years of experience in a technical support role **or**master's degree in a technical field with no experience. Equivalent combination of education and experience will be considered.

Preferred Qualifications

- Bachelor's degree in technical field
- Previous IT Help Desk or desktop support experience
- Experience related to IT support in a university environment

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Contact Information

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

Contact

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