

Systems and Desktop Support Specialist
University at Buffalo, The State University of New York

Direct Link: <https://www.AcademicKeys.com/r?job=225997>

Downloaded On: May. 9, 2024 8:58am

Posted Nov. 20, 2023, set to expire Aug. 4, 2024

Job Title	Systems and Desktop Support Specialist
Department	SDM IT
Institution	University at Buffalo, The State University of New York Buffalo, New York
Date Posted	Nov. 20, 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/46592
Apply By Email	
Job Description	

Position Summary

The University at Buffalo [School of Dental Medicine](#) is seeking a full-time **Instructional Support Associate** (Systems and Desktop Support Specialist) for our [IT Department](#). This position provides support to end users on a variety of technical issues and assists with the upkeep and maintenance of select servers.

Responsibilities Include:

- Identifies, researches, and resolves technical problems.
- Responds to incoming tickets, telephone calls, emails and personnel requests for technical support.

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- Documents, tracks and monitors the problem to ensure a timely resolution. Maintains ticketing system.
- Creates and manages escalation procedures and ensures service levels are maintained.
- Familiar with a variety of the field's concepts, practices, and procedures.
- May lead and direct the work of others.
- Relies on instructions and pre-established guidelines to perform the functions of the job.

Ranked among the top 10 Dental Schools in the world, with a rich history – and a promising future – the UB School of Dental Medicine plays a critical role in advancing oral health in Buffalo-Niagara and around the world.

Outstanding Benefits Package

Working at UB comes with 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 pursuit – all in an effort 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

- Associate's degree and 2 years' experience or a bachelor's degree with a year or less experience.

Preferred Qualifications

- Degree in IT, MIS or related major
- Experience supporting Windows and Mac OS

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- Familiar with the following hardware and software: Dell, Apple, Basic Wired & Wireless Networking, Microsoft Office, Citrix XenDesktop, Spiceworks and Retrospect
- Strong written and verbal communication skills and attention to detail
- Ability to function in a fast-paced environment
- Work well in a team setting

Contact Information

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

Contact

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