

Technical Assistant - ITS Service Desk  
Erie Community College

Direct Link: <https://www.AcademicKeys.com/r?job=230048>

Downloaded On: May. 9, 2024 1:20am

Posted Feb. 2, 2024, set to expire Dec. 7, 2024

<b>Job Title</b>	Technical Assistant - ITS Service Desk
<b>Department</b>	Information Technology Services
<b>Institution</b>	Erie Community College Buffalo, New York
<b>Date Posted</b>	Feb. 2, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Information Technology
<b>Job Website</b>	<a href="https://ecc.wd5.myworkdayjobs.com/en-US/CareerOpportunities/job/North-Campus---Williamsville/Technical-Assistant---ITS-Service-Desk_J0001996">https://ecc.wd5.myworkdayjobs.com/en-US/CareerOpportunities/job/North-Campus---Williamsville/Technical-Assistant---ITS-Service-Desk_J0001996</a>

**Apply By Email**

**Job Description**

**Department:**Information Technology Services

**Salary/Hourly:**\$34,466.00 Annual

**Union/Position Status:**FFECC NTTP FT

**Posting Closing Date:**March 3, 2024

Applications must be submitted by 11:59 PM the evening**before the posting closing date.**

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Please note that the posting will close at midnight (12:00 AM) on the posting closing date.

## **JOB DESCRIPTION**

### **DISTINGUISHING FEATURES OF THE CLASS:**

The work involves performing para-professional tasks primarily on the ITS Help Desk. Technical Skills are required to help faculty, staff and students. Work is performed under the general supervision of a faculty member or supervisory personnel. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

- Services a centralized help desk including answering a centralized call queuing system to respond to student, faculty and staff technology issues;
- Maintains proper workflow of centralized help desk ticketing system from creation to completion;
- Provides instruction or documentation when directed by a supervisor;
- Acts as a technical resource in assisting users to resolve problems with equipment and data;
- Assists faculty and staff using remote tools when possible to resolve issues.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

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Candidates must be able to demonstrate awareness and sensitivity towards promoting an inclusive and diverse learning environment. Good knowledge of fundamentals of teaching; good knowledge of subjects in the academic area in which assigned; good technical skills; knowledge of Microsoft Windows 10 or later and Microsoft Office 365 or later, PC maintenance, repair and software installation; ability to work with and tutor students in academic area in which assigned; ability to work with students and faculty in effective manner; ability to understand and follow detailed oral and written reports; initiative; resourcefulness; reliability; integrity; demonstrates a commitment to fostering and advancing a diverse and inclusive work force; must be physically capable of performing the essential functions of the position with or without reasonable accommodation.

**MINIMUM QUALIFICATIONS:**

Completion of sixty (60) semester credit hours of study at a regionally accredited college or university.

**SPECIAL REQUIREMENTS:**

**Official transcripts will be required for successful candidates within 30 days of hire.**

Contact Human Resources at (716) 851-1840 with any questions.

***Our mission to offer quality education includes exposing our students to a diverse range of cultures, experiences and expertise. At SUNY Erie Community College, we value diversity and encourage applicants from all backgrounds to apply.***

**Notice of Non-Discrimination**

SUNY Erie Community College does not discriminate in admission, employment, or in the

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administration of any of its policies and programs on the basis of race, color, religion, national origin, age, sex, gender, gender expression, gender identity, pregnancy, disability, sexual orientation, familial status, military status, domestic violence victim status, predisposing genetic characteristics, veteran status, criminal conviction, or any other characteristics protected by law. This applies to all students, applicants or other members of the College community (including, but not limited to, vendors and visitors). Grievance procedures are available to interested persons by contacting the Civil Rights Compliance Officer listed below. Retaliation against a person who files a complaint, serves as a witness, or assists or participates in the investigation of a complaint in any manner is strictly prohibited.

*The following individual has been designated to handle inquiries regarding the College's non-discrimination policies:*

**Civil Rights Compliance Officer**

Human Resource Department

North Campus

6205 Main Street

Williamsville, NY 14221

(716) 851-1844

*For further information on notice of non-discrimination, please contact:*

New York Office

United States Department of Education

Office for Civil Rights, 32 Old Slip 26th Floor,

New York, N.Y., 10005-25010;

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Tel (646) 428-3800; Email: [OCR.NewYork@ed.gov](mailto:OCR.NewYork@ed.gov).

**Contact Information**

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

**Contact**

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