

Principal IT Client Support Specialist
Tufts University

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Posted Feb. 26, 2024, set to expire Dec. 31, 2024

Job Title	Principal IT Client Support Specialist
Department	
Institution	Tufts University Medford, Massachusetts
Date Posted	Feb. 26, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Job Website	https://jobs.tufts.edu/jobs/20207?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

The Principal IT Client Support Specialist is responsible for providing effective Tier 2-3 frontline client support and desktide assistance for scientific laboratories at Tufts using available technical tools, such as the knowledge base, remote management suite, and a service-management database.

Tufts has 3 main campuses: Medford/Somerville, Boston, and Grafton with clinics, hospitals and public, instructional, and computer and research labs in a multiple building setting, plus approximately a dozen remote sites. The successful candidate for this position must be able to travel within the

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Boston/Cambridge/Somerville/Brookline area (via public transit is acceptable).

What You'll Do

Basic Requirements:

- The knowledge and skills that are typically acquired through a Bachelor's Degree and 5+ years of experience or a High School diploma and 7+ years of experience in the direct delivery of IT support and network services.
- Expert technical skills in the configuration, installation, and troubleshooting of Microsoft Windows & macOS, Microsoft Office Suite, email and web clients, Antivirus software, TCP/IP, and imaging software and well as experience troubleshooting peripherals (printers, scanners) and handheld devices (mobile, tablets, PDAs).
- Expert experience in supporting a research intensive environment, i.e. scientific laboratories.
- Strong technical skills in remote desktop management tools, such as Ivanti/LANDesk Management Suite, Microsoft SCCM/MECM, Microsoft Intune, JAMF Pro/Casper, or Bomgar, etc.
- Strong knowledge of desktop security and standards (security/networking).
- Strong knowledge of trouble ticket systems (e.g. Service Now, ZenDesk, Remedy)
- Knowledge of local area networks and network administration.
- Significant experience with backup strategies, WINS, DHCP, DNS, and TCP/IP.
- Demonstrated expert experience in four or more of the following:
 - Unix/Linux installation, configuration and troubleshooting including Redhat, Ubuntu and Mandriva distributions.
 - Endpoint Systems Management (e.g. MS SCCM/MECM, MS Intune, Ivanti, BigFix Tivoli, Altiris, Kace, etc.) software deployment and patch creation.
 - Configuration, setup, and support of laboratory instrumentation and complex lab functions in a sciences/research setting.
 - Significant experience implementing endpoint security processes and protocols (scanning, data gathering, forensics, incident response management).
 - Virtual Desktop Infrastructure or Virtual Application technology (e.g. VMWare, Citrix).
 - Successful development and delivery of a major training and documentation initiative related to technology.
 - Advanced support in a clinical environment.
 - Providing dedicated advanced support to large group of executive/VIP clients with specialized, non-standard technology needs.
 - System and Application administration for department-level technologies (e.g. database applications, business process applications, web administration, etc.).
 - Experience with IMAP, LDAP, Microsoft ActiveSync, Active Directory and group policies, data recovery tools, Microsoft Exchange, WINS, DHCP, DNS, and TCP/IP.

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- Excellent communication and customer service skills are a must in this dynamic customer facing role.
- Strong organizational and attention to detail skills are a vital part to the overall success of people in this position.
- Demonstrated ability to deliver professional customer service, end user training and consultation, effective team and project work.
- Willingness to mentor junior staff and provide training on technical topics.

What We're Looking For

Preferred Qualifications:

- MSCE, A+, Network +, CCNA, ACMT, ITIL or other industry standard certifications.
- Experience providing technical support and services to classroom and computer lab environments.

Pay Range

Minimum \$35.10, Midpoint \$41.75, Maximum \$48.40

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

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

Contact

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