Systems Support Specialist(IT)
42847BR
Campus: Tempe
Systems Support Specialist(IT)

Job Description

OKED Operations, Research Technology Support is looking for a System Support Specialist to provide support to users of information technology tools at our Biodesign Institute in Tempe.

Job Family
Information Technology

Department Name
OKED Research Tech Support

Full-Time/Part-Time
Full-Time

VP Code
KNOWLEDGE ENTERPRISE DEV

Scope of Search
Open

Grant Funded Position
This is not a grant funded position and is not contingent on future grant funding.

Salary Range
$38,880 - $41,000 per year; DOE

Close Date
22-June-2018

Category
02

Essential Duties
Provide computer support to various teams and organizations with changing needs. This includes (but is not limited to):

- Installing, configuring and troubleshooting software applications;
- repairing desktops, laptops, handheld devices, and computer peripherals;
• providing AV setup/support and maintaining AV equipment; performing file backups and server account maintenance;
• Maintaining paper/electronic records/inventory; and providing documentation and instruction for technology tools.

Minimum Qualifications

Associate's degree in Information Technology or closely related field and two (2) years experience providing first level desktop diagnostic and trouble-shooting support, OR, any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.

Desired Qualifications

• Experience in Configuration Manager (SCCM), Remote Assistance, Remote Desktop or similar tools;
• Experience maintaining an inventory of computers via System Center Support Manager (SCSM) or a similar tool;
• Experience with iPad, iPhone, Android, and other handheld devices in an academic setting;
• Experience in providing good customer service and supporting technology for high-level administrators in a fast-paced environment;
• Experience in providing AV support for high-profile meetings;
• Experience in developing documentation and providing instruction to university staff;
• Experience working with diverse user populations;
• Demonstrated knowledge of university software; operating systems including Windows 7 and 10, active directory, and SharePoint;
• Evidence of effective verbal and written communication skills;
• Experience in Macintosh and Windows platforms including the ability to complete troubleshooting on both platforms.

Working Environment

Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, standing and walking; frequent physical demands may include stooping, bending, crawling under/around objects, reaching, lifting and pushing objects of varying weights up to 50 pounds; regularly required to work in cramped and enclosed areas and exposure to variations in temperature when deploying equipment. Regular review of completed tasks.

Department Statement

The Office of Knowledge Enterprise Development is committed to Advancing Research, Innovation, Entrepreneurship and Economic Development. We seek research funding, support faculty researchers, nurture partnerships with external partners, promote innovation and
entrepreneurship and share what we learn with the community and the world. We make
discovery possible. http://research.asu.edu/

**ASU Statement**

Arizona State University is a new model for American higher education, an unprecedented
combination of academic excellence, entrepreneurial energy and broad access. This New
American University is a single, unified institution comprising four differentiated campuses
positively impacting the economic, social, cultural and environmental health of the communities
it serves. Its research is inspired by real world application blurring the boundaries that
traditionally separate academic disciplines. ASU serves more than 90,000 students in
metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and
cultural diversity, and welcomes students from all fifty states and more than one hundred
nations across the globe.

ASU is a tobacco-free university. For details visit [www.asu.edu/tobaccofree](http://www.asu.edu/tobaccofree)

AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative
Action Employer. All qualified applicants will be considered without regard to race, color, sex,
religion, national origin, disability, protected veteran status, or any other basis protected by law.

**Employment Verification Statement**

ASU conducts pre-employment screening which may include verification of work history,
academic credentials, licenses, and certifications.

**Background Check Statement**

ASU conducts pre-employment screening for all positions which includes a criminal background
check, verification of work history, academic credentials, licenses, and certifications.
Employment is contingent upon successful passing of the background check.

**Instructions to Apply**

Application deadline is 3:00PM Arizona time on the date indicated.

Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job
duties and name of employer for each position.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and
Desired qualifications of this position.

ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.

Only electronic applications are accepted for this position.