Job Posting Preview

Systems Support Analyst (IT)
47145BR
Campus: Tempe
Systems Support Analyst (IT)

Job Description
The W. P. Carey School of Business, Technology Services (TS) department is looking for a Systems Support Analyst to work in a progressive team environment, as part of our IT Service Desk, providing second line support to faculty, staff and students. The IT Service Desk is the central point of contact for all IT related incidents and service requests. TS support staff work in a dynamic, fast-paced environment which provides services over the phone, through e-mail, in person (for walk-in customers) and self-service. If you are a self-starter with strong problem-solving skills and a passion for working in an innovative environment, you will thrive in this position.

Job Family
Information Technology

Department Name
WPC Technology Services

Full-Time/Part-Time
Full-Time

VP Code
EXEC VP/PROVOST

Scope of Search
Open

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

Salary Range
$49,824 to commensurate with education and experience

Close Date
30-November-2018

Category
02

Essential Duties
- Develop records of daily data communication transactions, issues and remedial actions taken or installation activities
- Communicate regularly and effectively with ticket submitters
• Keep up, explore, and fix computer systems, hardware, printers, and computer peripherals
• Organize hardware repairs with the appropriate vendors
• Provide support on a variety of computer hardware and software issues by identifying, researching, and resolving technical problems offer computer desktop support in accordance with established policies and procedures
• Settle computer problems, and offer suggestions on appropriate action/solutions
• Diagnose and resolve software and hardware incidents, including operating systems (Windows and Mac) and across a range of software applications. In addition, to assist all our users with any logged TS related incidents when called upon
• Take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support teams where necessary
• Accurately record, update and document requests using the TS service desk system
• Install and configure new TS equipment
• Resolve incidents and upgrade different types of software and hardware
• Resolve incidents with printers, copiers and scanners and to maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner
• Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organization
• May be required to manage student workers including hiring, training, monitoring daily work and when necessary, termination
• Be a highly motivated team player with the skills and ability to manage changing priorities
• Create, maintain and publish relevant support documentation in order to assist all staff/students in the quick resolution of their incidents and service requests and enable users to become more self-sufficient

Minimum Qualifications
Bachelor’s degree in Information Technology or closely related AND four (4) years providing 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
• Demonstrated knowledge of technical troubleshooting of cross platform; strong knowledge of common troubleshooting functions to diagnose errors
• Experience in identifying, developing and deploying solutions to improve effectiveness of technology delivered materials/information
• Service Desk experience to include customer interactions via remote support and face to face technical support
• Experience in Enterprise Technology Services providing Tier I & Tier 2 technical support and Windows 10 experience, MS Office, Email, Anti-Virus and Security applications
- Experience with Windows, Active Directory, VPN Technology, TCP/IP
- Demonstrated knowledge of ticketing systems and basic project management discipline
- Experience must include installing new images on computers, completing backup/restores, using software to wipe hard drives, remote computer support, troubleshooting hardware and software issues.
- Experience in configuration and repair skills for PC, printer, and other peripheral devices
- Evidence of effective customer service skills and documentation skills
- Evidence of an A+, MCP certification

**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 W. P. Carey School of Business at Arizona State University is one of the largest business schools in the United States with more than 15,000 students and 100,000 alumni worldwide. From our world-renowned faculty representing six continents to thousands of outstanding students who join us every year, the W. P. Carey School welcomes diversity and encourages global thinking. The W. P. Carey School is internationally recognized for its leadership in business education, groundbreaking research and innovation, and renowned faculty, making us one of the top-ranked business schools in the country. Learn more at wpcarey.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 80,000 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.

**Notice of Availability of the ASU Annual Security and Fire Safety Report**

Arizona State University is committed to providing safety and security resources and information for our students, faculty, staff, and visitors. In accordance with the federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act), ASU publishes an Annual Security and Fire Safety Report, which includes safety and security policies and procedures, crime and fire prevention information, crime and fire statistics, and numerous resources for current and prospective students and employees. To access the ASU Annual Security and Fire Safety Report online, visit [https://www.asu.edu/police/PDFS/ASU-Clery-Report.pdf](https://www.asu.edu/police/PDFS/ASU-Clery-Report.pdf). A hard copy of this report may be obtained, free of charge, by contacting the ASU Police Department at 480-965-3456 or by visiting the ASU Police Department at 325 E. Apache Blvd., Tempe, Arizona, during business hours (M-F, 8 a.m. to 5 p.m.).

**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.