

**IT Service Support Associate**

**Information Technology Resources**

St. Edward’s University of Austin, Texas invites applications for the position of IT Service Support Associate. The IT Service Support Associate is responsible for providing advanced-level desktop support, technical leadership, and general IT client computing services to a user base of non-technical and technical users in a diverse university environment. In addition, this role provides peer-to-peer mentoring to student employees.

For consideration, minimum qualifications include some college and work experience. Bachelor degree preferred but not required. Minimum of two years of experience supporting desktops/laptops in a professional environment. Higher education experience is preferred.

**Essential Responsibilities**

The following examples are intended as illustrations only of the various types of duties and responsibilities assigned to the IT Service Support Associate position.

Technical Skills

* Skilled in the installation, configuration and support of Desktop core services
* Windows and macOS system management
* Windows and macOS core applications
* OS Troubleshooting and Optimization
* Windows Server system and application management
* Active Directory Management & Integrations
* Intune and Azure configuration management
* Mobile Integration Services.
* Anti-Malware/Virus Enterprise Service.
* Image Deployment, Maintenance, and Management
* Manages case lifecycle from initiation through completion
* Provides coordination with secondary support if necessary and closes incidents when problems are resolved to clients' satisfaction.
* Provide technical support for audio/video in learning spaces and conference rooms.

Customer Service Skills

* Provides good customer service.
* Anticipates clients' needs and respond in an appropriate and timely manner.
* Develops strong trusting relationship with clients.
* Communicates the status of issues with clients, team members and upper management.
* Regularly communicates with clients regarding problems and/or issues.
* Works with clients through the life cycle of the purchase, installation, and maintenance of computer and other related equipment and systems.
* Answers questions regarding the use and configuration of systems.
* Troubleshoots and resolves problems efficiently and in a timely manner which may require working beyond the normally scheduled work hours.

Process / System improvement

* Takes initiative to learn the latest updates, service packs and/or operating versions.
* Manages and/or resolves clients' information technology problems and issues:
* Monitors appropriate queue for incidents assigned.
* Communicates with superiors regarding issues and problems in the field.
* Works with clients to recommend training when applicable.
* Develop knowledge articles for internal and public consumption
* Develops materials utilizing a variety of media.
* Remains current on information technology issues related to an academic environment
* and provides information and assistance to clients with new information technology acquisitions.
* Reads IT related publications (print or Web delivered).
* Evaluates new or new versions of technology and assist clients with new information technology acquisitions.
* Performs miscellaneous job-related duties as assigned.

***For detailed information, please scroll to the bottom of the page to download the job description.***

**The University offers an excellent TOTAL REWARDS package!**

*Medical & Rx Coverage – UMR (HSA & FSA Available)*

*Dental – Sunlife Dental*

*Vision – Sunlife Vision Plan*

*Short Term Disability (STD) Insurance*

*Long Term Disability (LTD) Insurance*

*Life & Accidental Death & Dismemberment (AD&D) Insurance*

*Employee Assistance Program (EAP)*

*Pet Insurance*

*Annual Leave & Paid Sick Leave*

*Retirement Plan – (TIAA) Employee 5%/Employer Match 7%*

*Tuition Benefits*

*Paid Holidays*

*Services & Discounts*

***An overview of St. Edward's University employee benefits is available at;***[***https://www.stedwards.edu/human-resources/benefits-summary***](https://www.stedwards.edu/human-resources/benefits-summary)

**HOW TO APPLY**

Interested applicants should submit an online application at; <https://stedwards.applicantpro.com>. Please include ***resume, cover letter, and three employment references***. No Calls Please. Applications will not be considered if it is missing any of these three items.

***In your cover letter, please describe your lived experiences that prepare you to contribute to diversity and inclusion at St. Edward's University.***

**EQUAL OPPORTUNITY EMPLOYER:**

St. Edward's University, as an equal opportunity/affirmative action employer, complies with all applicable federal and state laws regarding nondiscrimination and affirmative action. The University is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, or veteran status in employment, educational programs and activities, and admissions.

**ABOUT ST. EDWARD'S UNIVERSITY**

Founded in 1885 by the Congregation of Holy Cross, St. Edward's University is a private, Catholic liberal arts institution of more than 4,600 diverse students located in Austin, Texas.  St. Edward's emphasizes critical thinking and ethical practices, as well as small classes, personalized learning and exciting internship opportunities.  The community atmosphere extends to the approximately 800 faculty and staff who work together to make the university a welcoming yet challenging environment for students.

**Sponsorship:**

We are not offering sponsorship at this time.

**Background Checks:**

A criminal history background check is required for finalist(s) under consideration for this position.

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Available: Immediately