Bemidji State University and Northwest Technical College invite
Applications for the position of:

Technical Support Analyst - Temporary

MAPE JOB POSTING

CLASSIFICATION: Information Technology Specialist 2 (01123435)

OPENING DATE: March 4, 2019

CLOSING DATE: March 26, 2019; Initial review of applications will begin March 19, 2019

POSITION LOCATION: Bemidji State University

WORK DAYS & HOURS: Monday – Friday; 8:00 a.m. - 4:30 p.m.; End date December 31, 2019

POSITION PURPOSE:
The Technical Support Analyst provides technical support for both Bemidji State University and Northwest Technical College students and employees. This position oversees the IT Service Management (ITSM) system, including IT service catalog and department/campus service-level agreements, provides planning and coordination of hardware and software refresh cycles, forms long-range strategies to mitigate issues, and makes recommendations on service improvements.

PRINCIPLE RESPONSIBILITIES AND RESULTS
1. **Provides support and problem resolution** for BSU and NTC employees and students regarding all IT issues. Supported by the accurate and detailed use of IT Service Management tools, the Analyst defines, researches, and documents issues to determine appropriate course of actions for rapid resolution. Position is responsible for escalating tickets to other experts when appropriate, as well as coordinating and delegating tasks to student employees. Analyst prepares thorough and timely status updates to clients.

2. Manages **ITSM software (Cherwell)** for BSU and NTC campuses and troubleshoots all issues. Coordinates communications between IT staff and system office Cherwell administrator. Designs and recommends ITSM usage, including forms, dashboards, and integrated processes. Conducts regular training sessions for all ITSM end-users. Based on consultations with campus stake-holders, reviews and recommends improvements and goals to the **IT service catalog and service-level agreements**. Following ITIL best practices, creates value through the identification of process improvement life-cycles, particularly related to IT service management.

3. Coordinates regular **faculty and staff hardware refresh cycles**. Collaborates with Procurement Office and IT Systems Admins to maintain hardware and asset inventory standards. Utilizes asset management software to keep detailed records of deployed hardware. Based on conversations with clients and department heads, establishes deployment priorities and ensures timely delivery and transfer of information.

4. Researches, develops and recommends **new technologies and policy improvements**. Prepares documentation to share with leadership teams, technicians and clients. Makes recommendations and assists with implementation of improved work methods for Tech Support, and assists in training end users as technology evolves. Ensures BSU adapts successfully to an ever-changing technological environment. Other duties, as required.

MINIMUM QUALIFICATIONS:
- Bachelor’s Degree, technical college degree, or two years of professional experience in Information Technology field.
- Working knowledge of a variety of computer platforms including Apple and Windows OS, printers, mobile devices, and peripherals, sufficient to analyze, solve or recommend solutions.
• Working knowledge of network and server concepts and protocols sufficient to diagnose or troubleshoot issues.
• Working knowledge of a variety of software applications including Microsoft Office and Internet applications sufficient to analyze, solve or recommend solutions.
• Effectively manage medium to large projects in a cross-functional environment.
• Strong interpersonal verbal and communications skills. Able to conduct successful and meaningful conversations with diverse clientele.

PREFERRED QUALIFICATIONS (desired but not expected to have to enter job)
• Experience with ITSM administration (Cherwell)
• ITIL/ITSM Certification or familiarity working in ITIL environment
• IT certifications (EX: Microsoft Certified Solutions Expert - MCSE, AppleCare Technician training, …)
• Demonstrates ongoing IT professional development
• Experience and/or ability to work with and on behalf of individuals from diverse backgrounds

ENVIRONMENTAL CONDITIONS:
None. The worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work.)

PHYSICAL FACTORS:
Physical requirements: Light work. Exerting up to 30 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Visual acuity: The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication parts at distances close to the eyes.

Physical activities:
- Constant: Repetitive motion
- Frequent: Fingering, Talking.
- Occasional: Stooping, Kneeling, Standing, Lifting.

APPLICATION INFORMATION:

If you are unable to apply online, please contact the job information line at 651.259.3637. For additional information about the application process, go to http://www.mn.gov/careers

If you have general questions about this posting, contact Marie Bock at Marie.Bock@bemidjistate.edu

All employees must comply with department and institution procedures and policies, MnState policies and procedures, as well as local, state and federal laws, regulations, guidelines and business and industry standards.

This description is intended to indicate the kinds of tasks and level of work difficulty required of the position. It is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar level of difficulty. In accordance with the Minnesota State Colleges and Universities (MnSCU) Vehicle Fleet Safety Program, employees driving on university or college business, when using a rental or state vehicle, shall be required a Vehicle Use Agreement form and consent to a Motor Vehicle Records check annually.

Minnesota State Colleges and Universities is an EO/AA/Vet/Disability employer/educator committed to the principles of diversity.