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

**Technical Support Analyst**

**MAPE JOB POSTING**

**CLASSIFICATION:** ITS2 (PCN 01118538)

**OPENING DATE:** June 14, 2021

**CLOSING DATE:** Applications will be accepted until the position is filled. Initial review of applications will begin on Wednesday, June 30th so applications should be submitted by that time for guaranteed consideration.

**JOB TYPE/SCHEDULE:** Unlimited Full—time; Monday – Friday 8:00 a.m. – 4:30 p.m.

**SALARY:** Depends on Qualifications; current salary range is $23.97 - $38.98 per hour

**BEMIDJI STATE UNIVERSITY (BSU) AND NORTHWEST TECHNICAL COLLEGE (NTC)** invite applicants to join our team as the **Technical Support Analyst**. BSU and NTC provide a rigorous academic environment with the opportunity to enjoy a fun, robust, outdoor culture. The proximity to the lake and the surrounding north woods allows easy access to an assortment of recreation. BSU and NTC are members of the Minnesota State system of colleges and universities.

BSU’s vision is to educate people to lead inspired lives. To accomplish BSU’s vision, the University prioritizes creating a culture in which diversity is embraced and all people are safe, welcome, and validated. BSU also prioritizes increasing engagement with Indigenous communities to become a destination university. BSU enrolls around 5,000 students and offers more than 70 undergraduate majors and eight graduate degrees encompassing arts, sciences and select professional programs. BSU’s **Shared Fundamental Values** include civic engagement and leadership, international and multicultural understanding, belief in the power of the liberal arts, and environmental stewardship.

NTC has prepared students for fulfilling careers in high-demand fields for more than 50 years. The college’s accessible, affordable, hands-on programs also help the region’s employers meet their ever-growing need for a highly skilled workforce. NTC serves more than 1,000 students with an excellent education, an open-enrollment policy and affordable tuition. Students may pursue nearly 40 degree, diploma and certificate programs in six distinct career paths. Classes are offered on campus, online, or as a combination of both.

The **Technical Support Analyst** provides technical support for both Bemidji State University and Northwest Technical College students and employees. This position administers multiple software solutions, provides training, creates technical documentation for end users, conducts research, and develops and recommends new technologies and policy improvements.

**Responsibilities of the Technical Support Analyst include:**

1. Providing timely telephone, electronic and in-person **support and problem resolution** for BSU and NTC employees and students regarding all IT issues. Supported by the accurate and detailed use of ITSM tools, the Analyst defines, researches, analyzes and documents problems to determine appropriate course of actions for rapid resolution. Position is responsible for escalating tickets to other technical experts as appropriate,
and coordinating and delegating tasks to student employees. Support resolution and status will be relayed to clients and captured and maintained in the ITS knowledgebase system for referral. **Percent of Time: 45%**

2. **Administering enterprise level software solutions** including, but not limited to, the IT Service Management software, Qualtrics, and O365 products for BSU and NTC campuses. Responsible for: the setup, troubleshooting and maintenance of these software solutions; adding and removing users and devices; insuring security protocols are adhered to and solutions are up to date; ensuring licensing is accurate and is renewed on a timely basis; communicating software changes or issues; and training users. Based on consultations with campus stakeholders, the Analyst reviews and recommends improvements and goals to the IT service catalog and service-level agreements. Following ITIL best practices, the Analyst creates value through the identification of process improvement lifecycles, particularly related to IT service management. **Percent of Time: 35%**

3. **Creating internal and external (public) documentation** of technical procedures for use by BSU and NTC communities. Clear, coherent, and concise documentation will be organized and maintained in the knowledge system based on established style guidelines. Knowledge base articles will be made available to relevant communities and will be searchable and referable. In addition, the Technical Support Analyst will assist with training of faculty, staff, and students by use of in person or web-based training methods. **Percent of Time: 10%**

4. **Researching, developing, and recommending 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 and NTC adapt successfully to an ever-changing technological environment. **Percent of Time: 5%**

5. **Performing other duties** as assigned to ensure the smooth functioning of the department and maintain the reputation of the organization as a viable business partner. **Percent of Time: 5%**

**Minimum qualifications for this position include:**

- Bachelor’s Degree, technical college degree, or two years of professional experience in the Information Technology field.
- Previous IT service-desk experience.
- 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.
- Experience and ability to effectively manage medium to large projects in a cross-functional environment.
- Strong interpersonal verbal and communications skills.

**Preferred qualifications include:**

- Experience with ITSM administration.
- ITIL/ITSM Certification or familiarity working in ITIL environment.
- IT certifications (e.g. Microsoft Certified Solutions Expert - MCSE, AppleCare Technician training, etc.).
- 3+ years of experience working in a higher education or corporate support desk environment.
- Demonstrated ongoing IT professional development.
- Demonstrated knowledge of and interest in, or experience with, diverse cultures and populations.

To facilitate proper crediting, please ensure that your application and/or resume clearly demonstrate fulfillment of the qualifications.
Other considerations:

- All applicants must be able to lawfully accept employment in the United States at the time of an offer of employment.
- Official transcript(s) must be provided to Human Resources upon hire.
- Employment for this position is covered by the collective bargaining agreement for the Minnesota Association of Professional Employees (MAPE), which can be found at https://mn.gov/mmb/employee-relations/labor-relations/labor/mape.jsp.
  - Salary is commensurate with education and experience and the current salary range for this position is $50,049 - $81,390 annually or $23.97 - $38.98 per hour.
- In accordance with the Minnesota State Colleges and Universities (MinnState) Vehicle Fleet Safety Program, faculty and staff driving on college/university business, who use a rental or state vehicle, shall be required to complete a vehicle Use Agreement form and conform to MinnState's vehicle use criteria and consent to a motor vehicle records check annually.
- BSU and NTC are tobacco free workplaces (see policy).

TO APPLY:

Apply for Vacancy Posting 46546, on the Minnesota Management and Budget website: http://mn.gov/mmb/careers/

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

Inquiries about the position:
Marie Bock, IT Infrastructure and Development Supervisor
Phone: (218) 755-2250
Email: marie.bock@bemidjistate.edu

If you have general questions about this posting or submitting an application, contact Teresa Hanson at teresa.hanson@bemidjistate.edu

All employees must comply with department and institution procedures and policies, MinnState 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.

UNIVERSITY / COMMUNITY

WHY BEMIDJI:

The greater Bemidji community has a population of 25,000 and serves as a regional center for education, commerce, recreation, health care, and the arts.

Bemidji State University, located amid the lakes and forests of northern Minnesota, occupies a wooded campus along the shore of Lake Bemidji. Enrolling more than 5,100 students, Bemidji State offers more than 80 undergraduate majors and eight graduate degrees encompassing arts, sciences and select professional programs. BSU
is a member of the Minnesota State system of colleges and universities and has a faculty and staff of more than 550. The university’s Shared Fundamental Values include environmental stewardship, civic engagement and international and multicultural understanding.

Northwest Technical College has prepared students for fulfilling careers in high-demand fields for more than 50 years. The college’s accessible, affordable, hands-on programs also help the region’s employers meet their ever-growing need for a highly skilled workforce. NTC serves more than 1,000 students with an excellent education, an open-enrollment policy and affordable tuition. Students may pursue nearly 40 degree, diploma and certificate programs in six distinct career paths. Classes are offered on campus, online, or as a combination of both. NTC is a member of the Minnesota State system of colleges and universities.

In this Northwoods setting, students, staff and faculty have a variety of activities at their fingertips. Possessing all the charm and character of a college town, Bemidji remains a tight-knit community of good neighbors and engaged citizens who always come out to cheer for the Bemidji State Beavers. While the city of Bemidji — named after the Ojibwe Chief Shaynowishkung (nicknamed Bemidji) — is home to a diverse population of more than 15,000 people, it serves a regional population of more than 100,000.

Located between three American Indian reservations – Leech Lake, Red Lake and White Earth, students at Bemidji State University and Northwest Technical College have the opportunity to experience a dynamic local culture and history. Bemidji also sits at the center of the legends of Paul Bunyan and Babe the Blue Ox. The famous statues of Paul and Babe greet students as they drive in from the south along Lake Bemidji.

Though quaint and historic, the city offers the urban conveniences upon which college students rely. Bemidji State and Northwest Tech are both conveniently located minutes away from affordable restaurants, cozy coffee shops, grocery stores, city parks and more. Small, locally owned shops and art sculptures line the streets of downtown Bemidji, while national chains can be found in and around the Bemidji area, including an uptown selection of department stores and restaurants.

The thriving downtown community presents ample opportunities for engagement off-campus. Among other things, there are fine-dining restaurants, cafes, and a natural foods co-op in downtown Bemidji. The historic Paul Bunyan Playhouse has a calendar of classic shows; restaurants and lounges offer weekly live music performances; the First Friday Art Walk provides a tour of new monthly art exhibits; and annual events such as the Loop the Lake Festival, the Dragon Boat Festival, the Blue Ox Marathon, Bemidji Winterfest, and The Minnesota Finlandia bring the community together.

For those who love the outdoors, there are wooded, multi-use trail systems within minutes of campus and community parks with walking trails, playgrounds and a skate park. Lake Bemidji State Park and its miles of navigable trails is located directly across the lake from BSU, and the Buena Vista Ski Area — just 12 miles north of campus — offers downhill skiing and campus-sponsored student transportation in the winter months. Further, the Mississippi River Headwaters is a mere 45 minutes from Bemidji.

For further information, visit our websites at: http://www.bemidjistate.edu or https://www.ntcmn.edu/

Review a "special report on how this former lumber town has rebuilt itself as a high-speed, regional center of enterprise" at Bemidji 2.0

Bemidji State University and Northwest Technical College are Affirmative Action Equal Opportunity Employers and Educators. This document is available in alternative formats to individuals with disabilities. Consumers with hearing or speech disabilities may contact us via their preferred Telecommunications Relay Service.