

Tech Support Analyst (REF: IT-TSA)

SUMMARY: Queens University of Charlotte seeks candidates to fill a full-time Tech Support Analyst position in its IT Services department.

Responsibilities

- Manage and oversee the operations of the Help Desk and support area.
- Manage student technical support employees, to include training, coaching, organizing and planning.
- Lead future development, enhancements and maintenance of call management/tracking systems and operating procedures.
- Field Help Desk requests and provide direct technical support to staff, faculty and students on various IT systems.
- Maintain liaison with all University departments to keep abreast of changes which might impact Help Desk support services.
- Prepare reports and analyses related to assessment reporting on performance, adverse trends and appropriate recommendations for the continual improvement of customer satisfaction and support services.

Requirements

- Bachelor Degree in a computer related field or the equivalent in technical training and experience.
- 3 years progressive experience in computer-related support, preferably in Higher Ed environment.
- Excellent working knowledge of computer hardware and software including Windows clients and MS Office
- Ability to support and track large numbers of PC equipment using appropriate technology
- Excellent working knowledge and ability to fully support Mac O/S (client and server)
- Ability to learn new systems and apply logical problem solving skills
- Advanced MS Outlook, MS Exchange, mobile device and networking skills desired
- Must be able to work in a fast-paced environment with demonstrated ability to effectively prioritize multiple competing tasks and demands.
- Ability to complete projects in a timely fashion, demonstrated organization and planning skills; strong follow-up and follow-through skills to ensure completion of objectives.
- Excellent customer service skills
- Ability to lift and move heavy computer and network equipment when required

Application Process:

Candidates should submit via email to hr@queens.edu all of the following

- (1) a letter of interest,
- (2) current resume or curriculum vitae,
- (3) salary requirements or history, AND
- (4) contact information on three references.

Be sure to include **YOUR NAME** and "**REF: IT-TSA**" in your email subject line. (Example: Shawn Mullin, REF: IT-TSA.)

Queens values campus diversity and demonstrates this in campus initiatives; we particularly encourage members of historically under-represented groups to apply.

Only candidates who best match requirements of job will be contacted. The position will be removed from the website once an offer is extended and accepted. Due to limited staff resources, phone calls cannot be accepted or returned.

Queens University of Charlotte is an equal opportunity employer and does not discriminate on the basis of race, color, gender, sexual orientation, religion, age, national origin, disability, veteran status or any characteristic protected by law. Queens is committed to recruiting, hiring, and promoting qualified minorities, women, individuals with disabilities, and veterans. Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704-337-2297 or hr@queens.edu

BENEFITS

Queens offers medical/dental insurance, domestic partner benefits, defined contribution retirement plan & supplemental retirement plan, vacation and paid holidays, tuition remission, life insurance, flexible spending accounts, sick leave and long-term disability leave, free parking, reduced cost meals at Morrison Dining Hall, EAP, free fitness center access.

ABOUT QUEENS

Queens University of Charlotte is a private, co-ed, Presbyterian-affiliated comprehensive university with a commitment to both liberal arts and professional studies. Located in the heart of historic Charlotte, Queens serves approximately 2,500 undergraduate and graduate students through its College of Arts and Sciences, the McColl School of Business, the Presbyterian School of Nursing, the Wayland H. Cato, Jr. School of Education, the School of Communication and Hayworth College for evening programs.

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