QUEENS UNIVERSITY
of
CHARLOTTE

User Support Analyst

Summary: The User Support Analyst provides Tier 1, 2 & 3 technical support to faculty, staff, and students, and maintains software, hardware, and classroom technology to achieve desired outcomes and promote high customer satisfaction. *This position is not exempt from provisions of the Fair Labor Standards Act (FLSA) and is eligible to earn overtime pay for hours worked above 40 in a single work week.*

Essential Duties and Responsibilities include:
- Provide Tier 1, 2 & 3 technical support, coordinating with other analysts to review, prioritize, diagnose, and resolve at least 90% of all requests within 3 business days. At least 60% of all requests should be resolved by the User Support Services team, of which the Analyst is a part.
- Deploy and maintain computer hardware, applications, operating system images and updates using efficient & standardized processes and procedures.
- Collaborate with all audiences to understand project requirements and recommend sustainable solutions that meet defined business and academic needs.
- Analyze user feedback and implement strategies to achieve and maintain a 99% user request satisfaction rating.
- Develop, deliver, and maintain technical support & training information to reach technical & non-technical users.

Secondary Responsibilities:
- Other duties and special projects may be assigned to meet department and university needs.

Experience, Knowledge and Skills Required
- 3+ years progressive experience in a user support role, preferably in higher education, demonstrating strong skills in Microsoft Windows and Apple operating systems, MS Office suites, troubleshooting hardware, software, and network connectivity issues.
- Some leadership experience and ability to provide training and coaching to team members.
- Strong problem solving, critical thinking, analytical skills required.
- Strong customer service, oral and written communication skills required.
- Demonstrated organization and follow-up and follow-through skills to ensure completion of goals and objectives in specified timeframe.

- Strong reasoning skills and the ability to define problems, collect data, establish facts and draw valid conclusions to resolve problems.
- Must be able to work in a fast-paced environment with demonstrated ability to effectively prioritize multiple competing tasks and demands.
- Ability to work independently and as a member of a high-functioning team.
- Proven ability to quickly learn and apply new technology, software, processes, and procedures.
- Bachelor's degree preferred or equivalent combination of education and experience.

Additional Experience, Knowledge and Skills A Plus

- Quest KACE imaging appliance
- VMware Horizon
- Lenovo LeTOS
- Audio/Visual Support

Application Process

Qualified candidates should submit the documentation listed below via email to hr@queens.edu in (.doc) or (.pdf) format. Incomplete applications will not be considered. Include the following:

1. A cover letter addressing the position qualifications, experience, and interest
2. Current résumé
3. Salary requirements
4. Contact information for three professional references.

   Be sure to include "**USA-ITS**" and **YOUR NAME** in your email Subject Line.
   (**Example**: USA-ITS Nolan Wesley)

Submissions received by June 30, 2021 will receive first consideration. Queens will continue to accept submissions until the position is filled.

About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

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 704.337.2222.

Physical Requirements (*with or without reasonable accommodation*)
- *Visual Abilities*: Read reports, create presentations, and use a computer system – 75-100% of the time
- *Hearing*: Hear well enough to communicate with co-workers, vendors, and students – 75-100% of the time.
- *Dexterity, Grasping, Feeling*: Write, type, and use the telephone, copier, and computer systems – 75-100% of the time.
- *Mobility*: Kneel for physical inspection of storage areas; Open files and operate office machines; move between departments and attend meetings across campus – 50-74% of the time.
- *Talking*: Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly – 75-100% of the time.
- *Lifting, Pulling, Pushing:* Exert up to 30 pounds for force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects – 50-75% of the time.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions – 75-100% of the time.

Work Conditions

- Work in office environment involving contact with faculty, staff, students, service providers and vendors.

- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.