Senior Systems Support Analyst (IT)  
(Req # - 102335BR)

<table>
<thead>
<tr>
<th>Campus</th>
<th>Tempe or West</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-Time/Part-Time</td>
<td>Full-Time</td>
</tr>
<tr>
<td>Salary</td>
<td>$55,100 - $76,000; DOE</td>
</tr>
<tr>
<td>Close Date</td>
<td>July 8, 2024</td>
</tr>
</tbody>
</table>

**Job Description**

Arizona State University’s Mary Lou Fulton Teachers College (MLFTC) is seeking a Systems Support Analyst Sr. to provide a variety of technology support to our faculty, staff, and student workers, and management oversight of the support team.

The Systems Support Analyst Sr. position performs a variety of activities necessary to provide desktop and software application support to end users to ensure proper and effective operations. This position is responsible for the management of tech support staff, providing in-person and remote customer service to MLFTC employees, collaborate on a variety of technical and non-technical projects, and work coordinate with other ASU Enterprise Technology departments to ensure effective delivery of software and services.

Mary Lou Fulton Teachers College operates on the Tempe and West Valley campuses. This is an in-office position, travel will be required between campuses as needed.

**Minimum Qualifications**

Bachelor’s degree in Information Technology or closely related field AND four (4) years’ experience providing diagnostic and trouble-shooting support in a client server, cross platform environment, OR, any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.

**Work Environment**

Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, standing and walking; frequent physical demands may include stooping, bending, crawling under/around objects, reaching, lifting and pushing objects of varying weights up to 50 pounds. Regularly required to work in cramped and enclosed areas and exposure to variations in temperature when deploying equipment. Regular review of completed tasks.

**Essential Duties**

- Manage staff and student workers including hiring, training, and monitoring daily work
- Receives, responds to and monitors status of work-order requests for technical assistance; updates ticket system to reflect activities performed and status of request to ensure timely completion of work order in accordance with established policy
- Develops and applies standard computer images with authorized software to computers to ensure consistent configurations using OS deployment tools such as SCCM, JAMF
- Installs and/or replaces hardware and associated devices including, but not limited to: CD drives, network cards, hard-drives and removable disk drives; refers warranty hardware problems to vendor for resolution
- Troubleshoots hardware and software problems by performing a variety of diagnostic procedures to identify appropriate corrective measures
Manages the deployment, relocation, and return of computers and associated peripheral equipment

Maintains accurate inventory of all computers and peripheral equipment, and initiates requests for replacements to ensure availability in accordance with established policy and standards

Maintains accurate tracking of technology equipment identified for surplus, facilitates requests for pick-up of equipment

Refreshes computers for inventory or prepares for surplus using approved tools and following standard operating procedures

Performs a variety of acceptance testing procedures of newly acquired hardware to ensure proper operations; tests all upgrades and/or patches to software prior to rollout; prepares report of findings

Provides application assistance to end user as requested; replicates errors, resets computers and printers

Connects individual and networked devices to computers; performs initial connectivity test to ensure proper connectivity

Traces and trouble-shoots network connectivity problems; notifies appropriate responsible unit(s) based on findings

Supports and troubleshoots audio-visual systems

Provides consultation on both hardware and software purchases

Creates, updates, and maintains technical documentation for use within the group as well as outside entities

May perform routine server administration for specific servers as requested.

Cross trains other areas on help desk related support issues

Provides consultation on both hardware and software purchases

Desired Qualifications

Thorough knowledge to resolve issues and problems, identifies trends; recommends alternative solutions to resolve problems

Client Management software administration (e.g. SCCM, JAMF, Intune, ServiceNow)

Knowledge of Active Directory group; NTFS File Permissions; Experience with TCP/IP, Ethernet, wireless

Knowledge and management of group policies and PowerShell scripting

Experience troubleshooting computer hardware and software issues (cross platform), and data recovery methods

Experience utilizing support ticket tracking systems (e.g. ServiceNow, Salesforce)

Experience working with a variety of operations systems (e.g. Windows, Mac, iOS, Android)

Experience working with Microsoft Office 365 tools (Office Suite, SharePoint, Visio, Project) and Google Workspace tools (Docs, Sheets, Forms, etc.)

Experience working with videoconferencing tools (Zoom, Zoom Rooms, Microsoft Teams, etc.)

Experience providing customer service (e.g. in-person, by phone, and remotely)

Experience of effective communication skills, including both written and verbal, and the ability to communicate with non-technical stakeholders

Experience in working both independently and as part of a team
Experience in establishing, developing, and maintaining effective, cooperative working relationships both within and across organizational areas
Experience in managing staff and student workers including hiring, training, monitoring daily work and when necessary, termination

Department Statement
ASU’s Mary Lou Fulton Teachers College creates knowledge, mobilizes people, and takes action to improve education. Nationally recognized as a leader in teacher preparation, leadership development and scholarly research, Mary Lou Fulton Teachers College prepares over 8,000 educators annually. MLFTC faculty create knowledge by drawing from a wide range of academic disciplines to gain insight into important questions about the process of learning, the practice of teaching and the effects of education policy. MLFTC mobilizes people through bachelor's, master's and doctoral degree programs, through non-degree professional development programs and through socially embedded, multilateral community engagement. MLFTC takes action by bringing people and ideas together to increase the capabilities of individual educators and the performance of education systems.

Aligned with ASU’s charter, MLFTC is committed to advancing inclusive excellence in our curricula, programming and institutional relationships. The college’s core value of Principled Innovation connects individual decision making to the pursuit of inclusive excellence.

ASU Statement
Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 100,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

ASU is a tobacco-free university. For details visit https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other basis protected by law.

Notice of Availability of the ASU Annual Security and Fire Safety Report
In compliance with federal law, ASU prepares an annual report on campus security and fire safety programs and resources. ASU’s Annual Security and Fire Safety Report is available online at https://www.asu.edu/police/PDFs/ASU-Clergy-Report.pdf. You may request a hard copy of the report by contacting the ASU PD at 480-965-3456.
Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit [https://cfo.asu.edu/az-resources](https://cfo.asu.edu/az-resources).

<table>
<thead>
<tr>
<th>Employment Verification</th>
<th>ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fingerprint Check Statement</td>
<td>This position is considered safety/security sensitive and will include a fingerprint check. Employment is contingent upon successful passing of the fingerprint check.</td>
</tr>
<tr>
<td>Instructions to Apply</td>
<td>Application deadline is 3:00PM Arizona time on the date indicated. Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position. Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position. Only electronic applications are accepted for this position. <a href="https://cfo.asu.edu/applicant">https://cfo.asu.edu/applicant</a> 102335BR</td>
</tr>
</tbody>
</table>