

Systems Support Analyst (IT) (Req # - 105695BR)

Campus	West Valley
Full-Time/Part-Time	Full-Time
Salary	\$53,650 - \$74,000 per year; DOE
Close Date	November 11, 2024
Job Description	<p>Arizona State University's Mary Lou Fulton Teachers College is seeking a Systems Support Analyst to provide a variety of technology support to our faculty, staff, and student workers, and the students enrolled at the Gary K. Herberger Young Scholars Academy.</p> <p>The Systems Support Analyst 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 providing in-person and remote customer service, collaborating on a variety of technical and non-technical projects, and work in coordination with other ASU Enterprise Technology departments to ensure effective delivery of software and services.</p> <p>Mary Lou Fulton Teachers College operates on the Tempe and West Valley campuses which includes the Gary K. Herberger Young Scholars Academy. The Herberger Young Scholars Academy is a middle school/high school (7-12 grades) program designed for highly gifted students. Candidates for this position should be comfortable working in a school setting, communicating clearly with young students and teaching staff, and be flexible to work in a fluid and fast-moving environment.</p> <p>This is an in-office position, travel will be required between campuses as needed.</p>
Minimum Qualifications	Bachelor's degree in Information Technology or closely related AND two (2) years providing desktop diagnostic and trouble-shooting support; 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	<ul style="list-style-type: none"> • 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 • Applies standard computer images with authorized software to computers to ensure consistent configurations using OS deployment tools such as SCCM, JAMF, Intune • Experienced with Active Directory groups; NTFS File Permissions; TCP/IP, Ethernet, wireless troubleshooting

	<ul style="list-style-type: none"> • Experience with client management software administration (e.g. SCCM, JAMF, Intune, ServiceNow, Cisco Umbrella, or other DNS web filtering platforms) • 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, re-sets 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 • May be required to manage staff and student workers including hiring, training, and monitoring daily work
<p>Desired Qualifications</p>	<ul style="list-style-type: none"> • 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) • Evidence of effective communication skills, including both written and verbal, and the ability to communicate with non-technical stakeholders

	<ul style="list-style-type: none"> • 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 working in classrooms, including supporting AR/VR technologies
Department Statement	<p>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.</p> <p>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.</p>
ASU Statement	<p>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.</p> <p>ASU is a tobacco-free university. For details visit https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco</p> <p>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.</p> <p>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-Clery-Report.pdf. You may request a hard copy of the report by contacting the ASU PD at 480-965-3456.</p> <p>Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit https://cfo.asu.edu/az-resources.</p>

Employment Verification	ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.
Fingerprint Check Statement	This position is considered safety/security sensitive and will include a fingerprint check. Employment is contingent upon successful passing of the fingerprint check.
Instructions to Apply	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. https://cfo.asu.edu/applicant