Position Title: IT Support Specialist

Position #: 00100469

Salary: $40,000 + per year / Full-time / Benefited

Location: Fargo, ND

Closing Date: Open until filled. Screening to begin on July 1, 2013

Description: The IT Support Specialist will provide remote and on-location support of endpoint technologies for System Information Technology Services (SITS) of the North Dakota University System. The User Services Director will supervise work assignments. Primary responsibilities include but are not limited to: provide desktop and peripheral support to SITS and System Office staff; provide technical support for User Services’ video classroom equipment located across the NDUS; provide help desk support, including on-call duties; consult with users to analyze their needs and implement appropriate system hardware/software solutions with a high standard of customer service in a punctual, professional, and courteous manner; stay abreast of related, emergent technologies like mobile devices and desktop video solutions and be able to provide technical support and documentation as needed; and other related duties as assigned. This position will be located in Fargo, ND, with occasional travel in North Dakota required.

Minimum Qualifications:
- Bachelor’s Degree in CIS or equivalent experience in the IT field
- Minimum 3 years of experience providing desktop computer, printer, and peripheral support
- Minimum 3 years of experience providing videoconferencing classroom technology support
- Installation, operation, and maintenance of video and audio endpoint technologies
- In-depth knowledge of demonstrated LAN functionality
- Ability to transport and install endpoint technology hardware
- Demonstrated excellent customer service skills
- Ability to work independently or as a member of a team
- Effective oral and written communications skills
- Ability to travel within ND, as appropriate

Preferred Qualifications:
- Previous experience with desktop management/remote management (imaging, Microsoft SCCM, etc)
- 2 years of experience with Active Directory
- 2 years of experience with MS Outlook
- Related work experience in a higher education setting
- Related work experience in the North Dakota University System

To Apply: Applicants should send a cover letter specifically addressing the advertised qualifications, a current resume, a transcript (if the position requires a degree), and the names and contact information (including telephone numbers and e-mail address) for three professional references, either electronically (preferred) to jane.grinde@ndus.edu or by mail to NDUS System Information Technology Services, Attention: Jane Grinde, 4300 James Ray Drive, Stop 7131, Grand Forks, ND 58202-7131 by the close of business on the screening date. Veterans claiming preference must submit all proof of eligibility by the screening date. Proof of eligibility includes a DD-214 and, if claiming disabled status, a current letter of disability.
THE NORTH DAKOTA UNIVERSITY SYSTEM was organized in 1990. It is made up of 11 public colleges and universities governed by the State Board of Higher Education. The NDUS is composed of two doctoral-granting institutions (NDSU and UND), two master’s granting institutions (MISU and VCSU), two universities that offer baccalaureate degrees (DSU and MASU), and five campuses that offer associate and trade/technical degrees (BSC, LRSC, MISUB, NDSCS and WSC).