



## **CORE Technology Services**

- Position Title:** Tier 2 Help Desk Specialist
- Position #:** 00103831
- # of Openings:** 1
- Salary:** \$51,000, minimum annual salary, dependent on experience, plus a competitive benefit package including a generous retirement plan and employer paid family health insurance. Full-time/non-exempt, (eligible for overtime), benefited position in the 3000 broadband.
- Location:** Fargo, ND or Grand Forks, ND
- Closing Date:** Applications received by 5:00 p.m. on April 23, 2018 will receive first consideration. Open until filled.
- Description:** The Tier 2 Help Desk Specialist is a member of the IT Services unit and will provide second-tier direct technical support and technology recommendations to the North Dakota University System community, including students, staff, and faculty. Primary responsibilities include:
- serve as the escalation point between the users of NDUS IT services and the NDUS Service owners within CTS or at any of the individual campuses
  - deliver timely resolution of Tier 2 help desk tickets or routing them to the appropriate internal or external service provider
  - provide oversight and management of documentation and knowledge management resources
  - provide backup management of the NDUS Office 365 tenant and other services owned by the IT Services unit
  - provide leadership in communication management of outage notifications
- Occasional travel throughout North Dakota is required. This position will report to the IT Services Manager.
- Minimum Qualifications:**
- Bachelor's degree in technology or equivalent education plus work experience in IT field
  - 3 years of enterprise help desk experience
  - 3 years of work experience with IT hardware, software, network connectivity, support
  - Must be able to demonstrate a broad knowledge and understanding of IT policies/standards and applicability in a campus and university system environment
  - Demonstrated independent and discretionary judgment ability
  - Strong written, verbal, and interpersonal communication skills

### **Preferred Qualifications:**

- In-depth understanding how central IT services are integrated within a campus and university system environment – such as broad knowledge of IT operations within all university system institutions, departmental/unit specific functions, research, extension services, general business practices, student admissions/registration, teaching and learning, distance education, and external support for special projects and programs.
- Demonstrated knowledge and experience with ITIL
- Work experience in higher education
- Work experience in North Dakota University System

### **To Apply:**

Applicants should submit 1). a cover letter **specifically addressing the advertised** qualifications 2). a current resume 3). the names and contact information (including telephone numbers and e-mail address) of three professional references, either electronically (preferred) to [jane.grinde@ndus.edu](mailto:jane.grinde@ndus.edu) or by mail to

#### **NDUS**

**Attention: Jane Grinde  
600 E Boulevard Ave, Dept 215  
Bismarck, ND 58505-0230**

by the close of business on the date as listed above. Applicants who are residents of ND and eligible to claim veteran's preference must include Form DD214 with the application for employment; claims for disabled veteran's preference must include Form DD214 and a letter less than one year old from the Department of Veterans' Affairs indicating disability; claims for preference as the eligible spouse of a disabled or deceased veteran must include Form DD214, a marriage certificate and a letter less than one year old from the Department of Veterans' Affairs indicating disability, or the veteran's death certificate. Due to access to restricted information, the successful candidate will be required to complete a satisfactory criminal background check. Applicants must be eligible to work in the U.S. and I-9 employment certification is required at hire.

Persons who may need additional job information or may require accommodation or assistance with the application or interview process should contact Jane Grinde at (701) 328-4217, or e-mail [jane.grinde@ndus.edu](mailto:jane.grinde@ndus.edu). TTY Number 1-800-366-6888.

As employers, the State of North Dakota and political subdivisions prohibit smoking in all places of state and political subdivision employment in accordance with N.D.C.C. § 23-12-10.

Applications for public employment will be confidential unless deemed a finalist. Public entities including the State Board of Higher Education and NDUS institutions shall determine finalists for open positions consistent with N.D.C.C. Section §44-04-18.27. Applications for public employment of non-finalists and any records related to those applications which contain information that could reasonably be used to identify an applicant are confidential.

Equal Opportunity Employer: The State of North Dakota and this hiring agency do not discriminate on the basis of race, color, national origin, sex, genetics, religion, age, or disability in employment or the provision of services, and complies with the provisions of the North Dakota Human Rights Act.

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).

FARGO has been named one of the most desirable places in the country to live by Money magazine. Located in the rich farmlands of the Red River Valley, the Fargo-Moorhead community (population 208,000+) has many qualities that contribute to this reputation, including highly-respected educational opportunities, advanced medical technology, a progressive business community, numerous cultural and arts opportunities, a clean environment and good-hearted, friendly people. Fargo's revitalized downtown has gained recent national publicity through such media outlets as the Los Angeles Times, The Today Show, National Public Radio and MSN.com. To learn more about the community's quality of life, visit [www.fmchamber.com](http://www.fmchamber.com).