Position Title: IT Support Specialist

Position #: 00100408

Salary: Minimum starting annual salary $40,000+ full benefits package. Full-time, non-exempt (from FLSA overtime), position in the 3000 broadband

Location: Grand Forks, ND

Closing Date: Applications received by March 27, 2015 will be given first consideration. Open until filled.

Description: The IT Support Specialist will provide remote and on-location support of endpoint technologies for Core Technology Services (CTS) of the North Dakota University System. Reporting to the Assistant Director of Integrated Systems, primary responsibilities include but are not limited to: provide desktop and peripheral support to CTS 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. Occasional travel in North Dakota required.

Minimum Qualifications:
- Associate’s Degree in CIS or equivalent education + experience working in the IT field
- 1 year experience providing desktop computer support
- 1 year experience with providing IT helpdesk services
- Demonstrated experience with application troubleshooting and support
- 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:
- Bachelor’s Degree in CIS or related field
- Experience with H.323 videoconferencing support
- Demonstrated experience with IT hardware/software evaluation, testing, and purchasing
- Demonstrated experience in supporting desktop software applications like MS Office, web browsers, etc.
- Demonstrated experience in supporting enterprise endpoint technology applications like SCCM, antivirus, etc.
- Experience working in a higher education setting
- Experience working with the North Dakota University System

To Apply: Applicants should submit 1). a cover letter specifically addressing the advertised qualifications 2). a current resume and 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 or by mail to

NDUS/Core Technology Services
Attention: Jane Grinde
4349 James Ray Drive
Grand Forks, ND 58202

by the close of business on the screening date. 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) 777-1918, or e-mail jane.grinde@ndus.edu. TTY Number 1-800-366-6888.

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 (MISIS 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).

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.

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 GRAND FORKS community offers an environment with the great amenities offered in larger urban areas, and the safety and convenience of a small community. Greater Grand Forks is an impressively cosmopolitan city, boasting a regional population of roughly 98,000 spanning two states.

Some of the features that make the community a great place to live are diverse educational opportunities, safety and low crime rate, parks and theaters, and a cost of living considerably lower than that found in large cities. To learn more about the community’s quality of life, visit www.gfchamber.com.