

IT Support Assistant

Posting Details

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Position Number:	126466
Title:	IT Support Assistant
Functional Title:	IT Support Assistant
Category Status:	20-Nonexempt,Regular
Applicant Search Category:	Staff
University Authorized FTE:	100
Unit:	INFO-College of Information Studies
Hiring Range Minimum:	49619
Hiring Range Maximum:	59543

Benefits Summary

Top Benefits and Perks:
[Nonexempt Benefits Summary](#)

Campus/College Information:

Founded in 1856, University of Maryland, College Park is the flagship institution in the University System of Maryland. Our 1,250-acre College Park campus is just minutes away from Washington, D.C., and the nexus of the nation's legislative, executive, and judicial centers of power. This unique proximity to business and technology leaders, federal departments and agencies, and a myriad of research entities, embassies, think tanks, cultural centers, and non-profit organizations is simply unparalleled. Synergistic opportunities for our faculty and students abound and are virtually limitless in the nation's capital and surrounding areas. The University is committed to attracting and retaining outstanding and diverse faculty and staff that will enhance our stature of preeminence in our three missions of teaching, scholarship, and full engagement in our community, the state of Maryland, and in the world.

Background Checks

Offers of employment are contingent on completion of a background check. Information reported by the background check will not automatically disqualify you from employment.

Position Summary/Purpose of Position:

The IT Support Specialist reports to the IT Manager and will:

- Configure, deploy, and maintain iSchool computing resources in labs and classrooms. This includes, but is not limited to computing hardware and audiovisual equipment.
- Configure, deploy, and maintain computing resources using a range of operating systems (Windows, macOS, Linux) in support of faculty and staff computing needs.
- Configure and maintain network connectivity for iSchool computing resources
- Maintain iSchool systems using remote support tools MECM and JAMF to distribute security updates to both OS and software packages.
- Use Windows Active Directory services to manage and maintain computer inventory and access management for computing infrastructure.
- Maintain inventory database for all iSchool computing equipment.
- Create and maintain documentation pertaining to processes and procedures related AV and IT support processes
- Provide, when needed, one on one or group training of faculty and staff on the use of campus systems, and/or required software packages as needed.
- Provide general support for AV installations in iSchool classrooms, labs, and conference rooms

Minimum Qualifications:

Education:
High School Diploma or GED.

Experience:

One year with the types of hardware and/or software to be supported.

Required Knowledge, Skills, and Abilities:

- Working knowledge of two applicable software products.
- Skill in operating supported computers and peripherals.
- Ability to communicate effectively both orally and in writing; to work effectively with clients; to solve technical problems.

Other:

Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

Preferences:**Preferences:**

- Competence in Active Directory group policy configuration.
- Experience with Microsoft Endpoint Manager Configuration Manager, formerly System Center Configuration Manager.
- Experience with Jamf Mobile Device Management.
- Experience with UMD IT systems.
- 1 year work experience with providing IT support, with an emphasis on end-user computing support. Additionally, extensive knowledge of Microsoft Windows, office productivity software suites, Mac OS, and other hardware and software products is crucial.
- Experience with audiovisual systems and videoconferencing hardware (Crestron, Extron, etc) and software (Zoom, WebEx, etc.) and proficiency with the configuration and maintenance of mobile devices utilizing a variety of different operating systems and platforms.
- Strong analytical and troubleshooting skills, exceptional written and verbal communication skills, willingness and ability to collaborate with team members, strong organizational skills, and a commitment to providing outstanding customer service.

Additional Certifications:**Additional Information:****Job Risks**

Not Applicable to This Position

Physical Demands

Sedentary work. Employee is not exposed to any adverse conditions.

Posting Date:

05/15/2024

Closing Date:

05/29/2024

Open Until Filled

No

Diversity Statement:

The University of Maryland, College Park, an equal opportunity/affirmative action employer, complies with all applicable federal and state laws and regulations regarding nondiscrimination and affirmative action; all qualified applicants will receive consideration for employment. The University is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, religion, sex, national origin, physical or mental disability, protected veteran status, age, gender identity or expression, sexual orientation, creed, marital status, political affiliation, personal appearance, or on the basis of rights secured by the First Amendment, in all aspects of employment, educational programs and activities, and admissions.

Applicant Documents

Required Documents**Optional Documents**

1. Resume

Posting Specific Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about this position?

- LinkedIn
- UMD Job Site
- Personal Referral
- Washington Post
- Baltimore Sun
- Local Publication
- Chronicle of Higher Education
- Inside Higher Education
- INDEED
- HERC
- Hispanic Outlook
- Diverse Jobs
- HigherEdJobs
- Professional Journal
- Listserv
- Other
- SimplyHired
- CareerBliss
- Job Fairs
- Monster.Com
- Craigslist
- UMD Job Fair
- CareerBuilder