ASSOCIATE DESKTOP SUPPORT ANALYST

Posting ID: EM1770800A
Company: UNLV
Position Type: Full-Time
College Major(s): Computer Science (CS)

Company Website: https://www.unlv.edu/
Work Location: Las Vegas, NV
College Level(s): Undergraduate-Senior, Graduate Student, PhD. Student

OVERVIEW

Founded in 1957, UNLV is a doctoral-degree-granting institution of approximately 29,000 students and 3,000 faculty and staff that is classified by the Carnegie Foundation for the Advancement of Teaching as a research university with high research activity. UNLV offers a broad range of respected academic programs and is on a path to join the top tier of national public research universities.

Roles and Responsibilities
The incumbent is a member of a team responsible for providing desktop services (hardware and software) on over 7,500 desktop computers (PC & Apple) and 1500 peripherals (e.g. printers, scanners...). The team also provides 2nd level software support for two computer operating system platforms (Windows, Mac) and assists with desktop security. Other responsibilities include but are not limited to: the administration of enterprise level applications such as desktop management software, consultation of computer systems required by our customer's, documentation of procedures and processes, training student employees. The incumbent must be able to work well with a largely non-technical clientele and communicate effectively at multiple levels with students, faculty, and staff with widely differing levels of computer knowledge. The incumbent must have excellent interpersonal skills, a strong commitment to customer care and be able to represent the organization in the UNLV community with the utmost professionalism.

Education and Qualifications
A Bachelor's degree from a regionally accredited college or university (preferred in Computer Science, Management Information Systems or related technical field); and at least one (1) year of related professional experience in desktop support, and a working knowledge of computer hardware, operating systems and business applications.

Preferred Skills
Salary competitive; contingent on labor market. Position is contingent upon funding.
How to Apply
Submit a letter of interest, a detailed resume listing qualifications and experience, and the names, addresses, and telephone numbers of at least three professional references who may be contacted. Applicants should fully describe their qualifications and experience, with specific reference to each of the minimum and preferred qualifications because this is the information on which the initial review of materials will be based.

Although this position will remain open until filled, review of candidates' materials will begin on August 21, 2017 and best consideration will be gained for materials submitted prior to that date. Materials should be addressed to Joel Bobrosky, Search Committee Chair, and are to be submitted via on-line application at https://hrsearch.unlv.edu/. For assistance with UNLV's on-line applicant portal, contact UNLV Employment Services at (702) 895-3504 or applicant.inquiry@unlv.edu.