



**MINNESOTA STATE**

Human Resources

*Your HR team for the system office*

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**Job Class: Information Technology Specialist 1. – Job Posting 28529**  
**Working Title: Enterprise Support Specialist**

**Who May Apply:** Open to all qualified job seekers

**Date Posted:** 11/29/2018

**Closing Date:** 12/10/2018

**Hiring Agency/Seniority Unit:** Minnesota State - System Office

**Division/Unit:** IT

**Appointment Type:** Unlimited, Full-time

**Work Shift/Work Hours:** 2<sup>nd</sup> Shift/1:30 pm to 10:00 pm

**Days of Work:** Su, M, T, W, Th

**Travel Required:** Yes, rarely

**Salary Range:** \$20.72 - \$31.10/hourly; \$43,263 - \$64,936/annually

**Classified Status:** Classified

**Bargaining Unit/Union:** 214 - MN Assoc of Professional Empl/MAPE

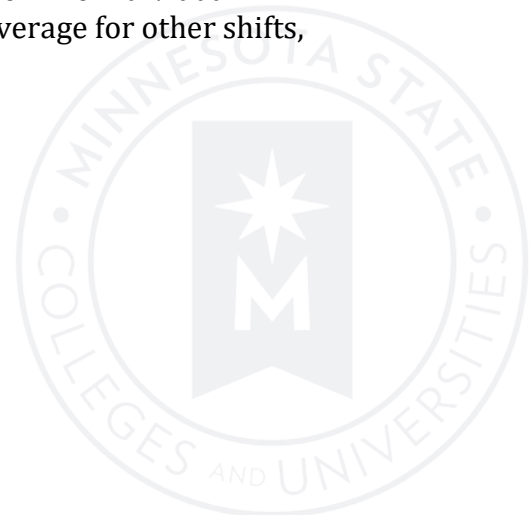
**FLSA Status:** Non-exempt

**Connect 700 Program Eligible:** Yes

**Job Summary:**

**This position works 2nd shift from 1:30 pm to 10:00 pm and is paid a shift differential**

This level one Enterprise Service Support Analyst (SSA) position serves as the first point of contact and resource for students, faculty and staff using Minnesota State's enterprise application services by analyzing, resolving or escalating incidents related to software applications, data integrity and reporting in order to ensure that customers have a positive and successful experience with Minnesota State enterprise software. The individual selected for this position needs to have the flexibility to provide coverage for other shifts, including evenings and weekends.



## **Minimum Qualifications:**

**Resume must reflect all minimum qualifications. Please enter your experience in chronological order, including the month and year of employment.**

One (1) year of experience in a high volume IT service desk environment, including use of ticketing software.

- Three (3) years of experience in customer service, managing a business front-desk, and/or operating multi-line phone.
- Three (3) years of experience in a working team environment.
- Strong oral and written communication skills sufficient to communicate with customers and collaborate with escalation teams.
- Demonstrated strong analytical and problem solving skills sufficient to resolve hardware/software issues.
- Ability to multi-task and prioritize varying workload.
- Ability to seek work from supervisor during slow periods and effectively manage stress of busy periods.

As the only person assigned this shift, it is critical to possess reliable work ethic, including consistent punctuality and responsibility for work shift, as well as flexibility to cover other shift(s), as assigned.

## **Preferred Qualifications:**

- AA degree or Bachelor's degree in the field of IT, networking or computer science.
- Three (3) years of experience in a high volume IT service desk environment, including use of ticketing software.
- Two (2) years of working experience within the Minnesota State colleges and universities system.
- Working experience/knowledge of IT Service Management (ITSM) principles; ITIL Foundation certification.

## **Additional Requirements**

In accordance with the Minnesota State Colleges & Universities (Minnesota State) Vehicle Fleet Safety Program, employees driving on college/university business who use a rental or state vehicle shall be required to conform to Minnesota State's Vehicle use criteria and consent to Motor Vehicle Records check.

Other Information:

Employment information for this position can be found in its collective bargaining agreement or its plan document at <http://mn.gov/employee-relations/labor-relations/Labor>.

## **Why Work for Us**

At Minnesota State we promote the ability for our employees to move within the Minnesota State system of Colleges and Universities, located throughout the State of MN. To learn more, please visit: [Work at Minnesota State!](#)

At Minnesota State, we have a GREAT BENEFITS PACKAGE! Our generous benefits include 11 paid Holidays, Vacation Time, Sick Time, six weeks of Paid Parental Leave, low cost medical and dental insurance with low deductibles, a Pension Plan, 457(b) and 403(b) retirement plans and other retirement investment options, pre-tax medical and dental expense (with roll-over option) and dependent care accounts, employer paid life insurance, short and long term disability, as well as professional development and a tuition waiver program for employees and their dependents, etc. We promote the health and well-being of our employees and take work/life balance seriously.

## **How to Apply**

External Applicants: Go to the State of MN's career site at <http://www.mn.gov/careers>.

Internal Applicants: Go to Self-Service/Careers.

## **Contact**

If you have questions about the position, contact Jessica White at [jessica.white@minnstate.edu](mailto:jessica.white@minnstate.edu) or 651/201-1845.

## **Equal Employment Opportunity**

Minnesota State Colleges and Universities is an Equal Opportunity employer/educator committed to the principles of diversity. We prohibit discrimination against qualified individuals based on their race, sex, color, creed, religion, age, national origin, disability, protected veteran status, marital status, status with regard to public assistance, sexual orientation, gender identity, gender expression, or membership in a local commission as defined by law. As an affirmative action employer, we actively seek and encourage applications from women, minorities, persons with disabilities, and individuals with protected veteran status.

Reasonable accommodations will be made to all qualified applicants with disabilities. If you are an individual with a disability who needs assistance or cannot access the online job

application system, please contact the job information line at 651.259.3637 or email [careers@state.mn.us](mailto:careers@state.mn.us). Please indicate what assistance is needed.