

Job Posting

Job Title Information Technology Spec 1

Job ID 17967

Location St. Paul

Full/Part Time Full-Time

Regular/Temporary Unlimited

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Job Details

Job Class: Information Technology Specialist 1

Working Title: Enterprise Service Support

Who May Apply: Open to all qualified job seekers

Date Posted: 11/02/2017

Closing Date: 11/13/2017

Hiring Agency/Seniority Unit: Minnesota State / System Office

Division/Unit: Information Technology

Appointment Type: Unlimited, Full-time

Work Shift/Work Hours: 1:30 pm to 10:00 pm

Days of Work: Sunday - Thursday

Travel Required: No

Salary Range: \$19.86 - \$29.82/hourly; \$41,467 - \$62,264/annually

Classified Status: Classified

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

FLSA Status: Nonexempt

[Connect 700 Program Eligible:](#) Yes

Job Summary

Job Summary

This position works 1:30 pm to 10 pm, Sunday through Thursday. Shift differential of \$.65 is paid per hour. Shift may extend to 11:00 pm during busy times related to semester start.

This level 1 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.

Qualifications

Minimum Qualifications:

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

- Three (3) years of experience in a high volume service desk environment, including use of service management 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 team environment, multitasking and prioritizing workload.
- Proven strong oral and written communication skills sufficient to communicate with customers and collaborate with the escalation team.
- Recent experience demonstrating strong analytical and problem solving skills sufficient to resolve hardware/software issues.
- Ability to seek work from supervisor during slow periods and effectively manage stress of busy periods.
- Note: 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 shifts, if/when needed.

Preferred Qualifications:

- Four (4) years of experience in a high volume service desk environment, including use of service management ticketing software.
- Four (4) years of experience in customer service, managing a business front-desk, and/or operating multi-line phone.
- Four (4) years of experience in a team environment, multitasking and prioritizing workload.
- Two (2) years of experience within Minnesota State system as employee, a plus.
- Work experience/knowledge of IT Service Management (ITSM) principles; ITIL Foundation certification, a plus.
- AA degree or Bachelor's degree in the field of IT, networking or computer science.

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 a Motor Vehicle Records check.

Application Details

Other Information

Employment information for this position can be found in its collective bargaining agreement or its plan document at <http://mn.gov/mmb/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.

hort and long term disability, pre-tax flexible spending accounts, retirement plan, tax-deferred compensation, generous vacation and sick leave, and 11 paid holidays each year.

How to Apply

Click "Apply" at the bottom of this page. If you are unable to apply online, please contact the job information line at 651.259.3637.

For additional information about the application process, go to <http://www.mn.gov/careers>.

Contact

If you have questions about the position, contact Jessica White at 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. Please indicate what assistance is needed.



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