Job Class: ITS 1 – Job Posting 46647
Working Title: Enterprise Support Specialist

Who May Apply: Open to all qualified applicants.
Date Posted: 6/17/2021
Closing Date: 7/1/2021
Hiring Agency/Seniority Unit: Minnesota State - System Office (MAPE)
Division/Unit: Information Technology
Appointment Type: Unlimited, Full-time
Work Shift/Work Hours: 2nd Shift/1:30 pm – 10:00 pm (hours may change to 11:30 am to 8:00 pm)
Days of Work: Su - Th
Location: St. Paul
Travel Required: Yes, occasionally for training/conferences
Salary Range: $21.72 - $32.60/hourly; $45,351 - $68,068/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 the 2nd shift and is paid a shift differential of $.65 an hour.

*Minnesota State system office is currently teleworking due to COVID-19. You may be expected to go into the office as needed until we return to the office.*

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.
About Minnesota State

Minnesota State is the largest single provider of higher education in the state. With 37 institutions, including 30 community and technical and seven state universities, Minnesota State serves 64 percent of the state’s undergraduate student population.

We employ more than 15,900 dedicated faculty and staff focused on student success. We provide essential training and specialized certification options for business, industry, and professionals throughout Minnesota.

Benefits include excellent health and dental insurance, retirement package, tuition waiver at Minnesota State institutions (after three years of employment) and flexible working hours.

Minnesota State System Office is proud to be a Minnesota Yellow Ribbon agency.

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.
- 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.
- Ability to multi-task and prioritize varying workload.
- Ability to seek work from supervisor during slow periods and effectively manage stress of busy periods.

Minnesota State is unable to sponsor applicants for work visas. All applicants must be legally authorized to work in the US.

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

The successful candidate must submit to a background investigation prior to employment.

The background check may consist of the following components:

• SEMA4 Records Check (applies to current and past employees only)
• Criminal History Check
• Employment Reference Check
• Social Security and Address Verification
• Education Verification

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 ($36.64 per month single and $250 per month family) and dental insurance with low deductibles ($150 - $1500), 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 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.