Job Class: ITS 3 – Job Posting 37265
Working Title: Desktop Support Administrator

Who May Apply: Open to all qualified job seekers
Date Posted: 11/25/2019
Closing Date: 12/16/2019
Hiring Agency/Seniority Unit: Minnesota State - System Office/MAPE
Division/Unit: IT
Option Code: Systems Software
Appointment Type: Unlimited, Full-time
Days of Work: M-F
Travel Required: Yes - Occasionally
Salary Range: $27.70 - $45.52/hourly; $57,873 - $95,045/annually
Classified Status: Classified
Bargaining Unit/Union: 214/MAPE
FLSA Status: Non-exempt
Location: St. Paul
Connect 700 Program Eligible: Yes

Job Summary:

This position primarily exists as a systems administrator for Microsoft System Center Configuration Manager (SCCM) in a multi-site enterprise IT environment, supporting end-user devices and infrastructure for both system office and Managed Administrative Computing (MAC) customers. This position is responsible for maintaining and supporting stable and secure computer images and software applications. As part of the Desktop Support Services team, this position will also act as an escalation resource for incidents and service requests.

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.

The work location is in the heart of downtown St. Paul, right in the skyway system. Benefits include excellent low cost and low deductible 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.

- Two-year degree in the field of IT, networking, or computer science.
- Three years of demonstrated experience using Microsoft System Center Configuration Manager (SCCM) in support of a large Windows desktop environment.
- Three years of demonstrated experience using Microsoft Active Directory.
- Demonstrated experience packaging and deploying software applications.
- Demonstrated experience building and deploying Windows computer images.
- Demonstrated experience applying patches and updates.
- Demonstrated experience installing and troubleshooting software.
- Experience working with Group Policy and using Group Policy Management Console.
- Extensive knowledge and experience with desktop support of various computer hardware and software.
- Proven knowledge of Apple and Google (Android and Chrome) operating systems and applications.
- Understanding of local and wide area networks.
- Excellent interpersonal, oral and written communications skills.
- Excellent problem solving skills.
- Demonstrated commitment to diversity and ability to work as a team member in a diverse environment.

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

**Preferred Qualifications:**

- Bachelor’s degree in the field of IT, networking, or computer science.
- Five years of demonstrated experience using Microsoft System Center Configuration Manager (SCCM) in support of a large Windows enterprise or multi-site desktop environment.
- SCCM, MCSE, (MCTS), A+, or other IT-related certifications.
- Three years of demonstrated experience using Microsoft Active Directory in support of a large Windows enterprise or multi-site desktop environment.
- Three years of demonstrated experience using Group Policy Management Console in support of a large Windows enterprise or multi-site desktop environment.
- Experience working in an IT Help Desk or Service Desk environment.
- Formal training and/or certification(s) for Microsoft, Apple, and Google (Android and Chrome) operating systems and applications.
- Basic knowledge of VoIP and telecommunications systems.
- Basic knowledge of various multimedia and conference room technology systems and solutions.
- Experience supporting technology services in a higher education environment.
- ITIL Certification (Foundations or higher, v2 or v3).

**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 [https://mn.gov/mmb/employee-relations/labor-relations/labor/mapj.jsp](https://mn.gov/mmb/employee-relations/labor-relations/labor/mapj.jsp)

**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!](https://mn.gov/mmb/employee-relations/labor-relations/labor/mapj.jsp)

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 ($35.04 per month single and $239.02 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


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.