



Job Class: Information Technology Spec 1 – Job Posting #73179

Working Title: Enterprise Service Support Specialist

Who May Apply: This posting is open all qualified Minnesota State Employees.

Date Posted: 01/22/2024

Closing Date: 01/29/2024

Hiring Agency/Seniority Unit: Minnesota State - System Office / MnSCU Central Office-MAPE

Division/Unit: Business Office

Appointment Type: Unlimited, Full-time

Work Shift/Work Hours: Day Shift

Days of Work: Two position offerings:

1) Monday – Thursday 9:30am - 6:00pm, Friday 8:00am – 4:30pm

2) Tuesday - Saturday: Tuesday - Thursday 8:30am - 5:00pm, Friday - Saturday 8:00am - 4:30pm

Travel Required: No

Salary Range: \$24.08 - \$36.14/hourly; \$50,279 - \$75,460/annually

Classified Status: Classified

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

FLSA Status: Nonexempt

[Connect 700 Program Eligible:](#) Yes

Job Summary

Telework is available and negotiated at the time of hire.

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 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 be reliable and have the flexibility to provide coverage for other shifts, including evenings and weekends.

Specific Duties Include:

- Answering telephone calls, incidents submitted via customer relationship management tool (CRM), emails, live chats.

- Diagnose, prioritize, resolve, or escalate incidents in a timely manner so that all clients receive accurate assistance.
- Review and manage additions and alterations to the production batch scheduling system.
- Assign priorities and make adjustments in order for production jobs to be processed according to scheduling guidelines.

Minimum Qualifications

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

- Two years of experience in a high volume service desk environment, including use of incident management ticketing software.
- Two years of experience in customer service, managing a business front-desk, greeting visitors, and/or operating multi-line phone.
- Two 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.
- Exhibited commitment to diversity, and the ability to work as a team member in a diverse environment.

Preferred Qualifications

- Work experience/knowledge of IT Service Management (ITSM) principles; ITIL v4 Foundation certification.
- Workday experience, particularly in higher education setting.
- Experience as an employee, student worker, or student of Minnesota State.

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://www.minnstate.edu/system/working/relations.html>

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 our web page: [Working 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 (\$38.50 per month single and \$262.66 per month family) and dental insurance with low deductibles (\$400 - \$800), a Pension Plan, 457(b) and 403(b) retirement plans and other retirement investment options, pre-tax medical and dental expense (with rollover 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

Shane Moore

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Phone: 651-273-3967

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 <mailto:careers@state.mn.us>. Please indicate what assistance is needed.

Minnesota State is an affirmative action, equal opportunity employer, and educator.