



College of Saint Mary strives to create a safe, inclusive educational environment. Where every person's worth and dignity are valued and nurtured. Applicants representing diverse Backgrounds and experiences are highly encouraged to apply.

## **Desktop Support Lead**

**Are you an IT professional who loves working with people?** You might be a perfect fit for our Desktop Support Lead position. As a key contributor to the IT Help Desk for the College of Saint Mary, this position provides support of computer hardware and software for faculty, staff, and students.

### **Our Idea of a Perfect Candidate:**

- Excels in a fast-paced, agile environment where critical thinking and strong problem-solving skills are required for success.
- A dynamic individual capable of quickly assessing customer needs and assigning appropriate remedies.
- Possesses technical skills to support users with the ability to juggle competing demands to create exceptional experiences for students, faculty, and staff.
- Available to work occasional evenings and weekends.

### **Our Ideal Candidate's Education and Experience Include:**

- Superior customer service skills and a customer-centered attitude.
- Five years of computer/application support.
- Associate degree in CS/equivalent or combination of education and relevant experience.
- Experience with imaging computers, basic networking, and wireless technologies.

### **This Position Is Responsible For:**

- Serve as the lead and escalation point for all desktop and helpdesk support aspects.
- Image, Install, and update Windows operating systems on PCs and laptops.
- Troubleshoot PCs, peripherals, Networking, IP phones, and AV.
- End-user application support.
- Identifies, researches, and resolves technical issues and provides courteous and knowledgeable assistance to questions.
- Responds to help desk tickets, telephone calls, and e-mails.

### **Why You Want to Be on This Team:**

- You would be a part of a Mission-centered team working together to serve our community.
- You would enjoy full-time benefits, including health insurance, paid time off, tuition remission programs, 403(b) with employer match, employee wellness time, and more!
- CSM is committed to supporting the work-life balance of its faculty and staff.

### **Application**

Please have a resume, cover letter, and contact information for three professional references, including one supervisor, ready to upload during the application process.

Please apply using the following link: [Desktop Support Lead](#)

*College of Saint Mary is a Catholic university providing access to education for women in an environment that calls forth potential and fosters leadership. The University is an equal employment opportunity employer and does not discriminate against employees or job applicants on the basis of race, religion, color, sex, sexual orientation, gender identity, pregnancy, age, national origin, disability, veteran status, marital status or any other status or condition protected by applicable laws, except where a bona fide occupational qualification applies.*