

**The Nevada System of Higher Education
Position Announcement
For
Desktop Support Analyst**

The Nevada System of Higher Education (NSHE) invites applications and nominations for the position of Desktop Support Analyst. This is a renewable, full-time, non-tenured, administrative position. The position will be located at System Computing Services (SCS) Data Center in Reno, NV. NSHE is comprised of eight institutions: two universities, a state college, four community colleges and a research institute. The public system of higher education in Nevada serves over 105,000 students statewide.

NSHE maintains a variety of systems and applications to provide services to all of its institutions. The Desktop Support Analyst is responsible for providing desktop, peripheral and mobile device support to SCS, SA business units and the Board of Regents. The incumbent will actively support both regular and special Board of Regents meetings at various locations around the state. This position will also support other applications and services that are provided by the business unit.

SALARY: Minimum starting salary of \$45,000 commensurate with experience, training and certifications.

APPROXIMATE STARTING DATE: October 1, 2017

MINIMUM QUALIFICATIONS: The successful candidate must have earned a Bachelor's degree from an accredited college or university. Alternatively, four (4) years of experience working in a relevant technology or application software support position may be substituted. The incumbent must have at least one year of experience in desktop support.

KNOWLEDGE, SKILLS AND ABILITIES: Successful candidates must possess the following knowledge, skills and abilities. It is recommended that applicants for this position address each of the following items in their letter of application:

- Experience setting up, maintaining and repairing PCs, peripherals, laptops and mobile devices
- Aptitude and willingness to learn and support other applications and business services
- Strong interpersonal skills; solid verbal and written communication skills
- Ability to research and recommend technologies relevant to areas of responsibility

RESPONSIBILITIES: The duties of this position will include, but not be limited to, the following areas of responsibility within Client Services:

- Install, set up, maintain and repair PCs, peripherals, laptops, and mobile devices.
- Provide support to Board of Regents meetings at various locations around the state, which involves setting up a kiosk, providing first line technical support to regents, university presidents, and other higher education notables
- Collaborate with other NSHE technical staff to ensure the availability, security and integrity of equipment and services provided by the department
- Availability to work non-standard work hours, travel and provide 24/7 on-call support

Additionally, limited travel with overnight stays may be required in support of activities related to the position.

TO APPLY: The application process will be handled through the HR Search on-line search process. Application materials **must** include a current resume, detailed cover letter, and names, addresses, and telephone numbers of four professional references willing to be contacted. Applicants should fully describe qualifications and experience, since the initial review will serve to evaluate applicants based on documented, relevant qualifications and professional work experience. Materials should be addressed to

Lori Mandracchio, Search Coordinator, and are to be submitted via on-line application at <http://system.nevada.edu/Careers/index.htm>. For assistance with NSHE's on-line applicant portal, contact Lori Mandracchio at (702) 889-8426 or lori_mandracchio@nshe.nevada.edu.

Application Deadline: Applications may be submitted until the position is filled; however, to ensure full consideration, applications should be submitted by **August 14, 2017**.

For more information about the Nevada System of Higher Education, please visit our website at www.nevada.edu. The Nevada System of Higher Education hires only United States citizens and aliens lawfully authorized to work in the U.S. The NSHE is an affirmative action, equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, age, creed, national origin, veteran status, physical or mental disability, genetic information, sexual orientation, gender identity or gender expression.