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Technical Support Spec Assoc - FSMIT

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Benefits

Pulled from the full job description

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Full job description

Completes general tasks to aid in the ongoing support of workplace endpoint technology. Carries out procedures to ensure that all products and services meet organization standards and user requirements. Assists in the installation, maintenance and testing of workplace endpoint technology to ensure proper operation and freedom from defects. Monitors and responds to technical problems utilizing hardware and software testing tools and techniques. May coordinate small projects.

This specific role is located on the central IT team located in the Feinberg School of Medicine. The FSM endpoint technology includes desktop, laptop, and tablet computers along with smartphones.

Specific Responsibilities:

Strategic Planning

- Assists in the creation of workplace endpoint technology replacement lifecycle plan for users.

Administration

- Documents activities, events and materials used in maintenance logs or on service reports.
- Creates system performance/configuration reports.
- Maintains hardware and software inventories and documentation.

Development

- Installs, configures and troubleshoots workplace endpoint technology using standard tools and test equipment while following established procedures.

Performance

- Supports troubleshooting/triage assistance to users in a courteous and professional manner.
- Recommends solutions to general problems, questions and inquiries encountered by clients according to established practices.

Supervises

- Other duties as assigned.

Minimum Qualifications: (Education, experience, and any other certifications or clearances)

- Successful completion of a full 2-year course of study in an accredited college or university leading to an associate's or higher degree; OR appropriate combination of education and experience.
- No experience required.
- eIRB
- FAMIS
- InfoEd (Grants Administration)
- Instructure Canvas
- Kronos
- Media Delivery (Media Site)
- Adobe Creative Cloud
- Box Collaborative Storage
- identity management/provisioning
- information security
- Linux Operating System
- Mac OS X Operating System
- Microsoft Exchange
- Microsoft Lync
- Microsoft Office (Word, Excel, Powerpoint, Access, Outlook)
- Microsoft SharePoint
- Windows Operating System
- Debugging
- Decision Making
- Problem Solving
- Trouble shooting

Minimum Competencies: (Skills, knowledge, and abilities.)

- Ability to troubleshoot desktop/laptop computer hardware/software.

Preferred Qualifications: (Education and experience)

- One year experience in customer service environment.

Preferred Competencies: (Skills, knowledge, and abilities)

- Knowledge of Mac and Windows operating systems.

Target hiring range for this position will be between \$22.52-\$31.67 per hour. Offered salary will be determined by the applicant's education, experience, knowledge, skills and abilities, as well as internal equity and alignment with market data.

Benefits:

At Northwestern, we are proud to provide meaningful, competitive, high-quality health care plans, retirement benefits, tuition discounts and more! Visit us at <https://www.northwestern.edu/hr/benefits/index.html> to learn more.

Work-Life and Wellness:

Northwestern offers comprehensive programs and services to help you and your family navigate life's challenges and opportunities and adopt and maintain healthy lifestyles.

We support flexible work arrangements where possible and programs to help you locate and pay for quality, affordable childcare and senior/adult care. Visit us at <https://www.northwestern.edu/hr/benefits/work-life/index.html> to learn more.

Professional Growth & Development:

Northwestern supports employee career development in all circumstances whether your workspace is on campus or at home. If you're interested in developing your professional potential or continuing your formal education, we offer a variety of tools and resources. Visit us at <https://www.northwestern.edu/hr/learning/index.html> to learn more.

Northwestern strongly recommends COVID-19 vaccinations and boosters for people who can obtain them as a critical tool for minimizing severe illness. More information can be found on the COVID-19 and Campus Updates webpage.

The Northwestern campus sits on the traditional homelands of the people of the Council of Three Fires, the Ojibwe, Potawatomi, and Odawa as well as the Menominee, Miami and Ho-Chunk nations. We acknowledge and honor the original people of the land upon which Northwestern University stands, and the Native people who remain on this land today.

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