



IT Support Specialist

INTO North America

Company background

INTO University Partnerships collaborates with leading universities to provide international students with a personalized and highly supportive learning environment in which to acclimatize to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships in the US, UK and Asia, including Oregon State University, University of South Florida, George Mason University, Drew University, Saint Louis University, The University of Alabama at Birmingham, Suffolk University, and Hofstra University.

Reporting line

The role reports to the Director of Enterprise Systems.

Job overview

The IT Support Specialist is responsible for supporting the IT infrastructure, service, and support at the San Diego Office and for the INTO-North America region. The post is a technical support role, encompassing hands-on work. This role has the responsibility to ensure excellent IT Service & Support is delivered across the region as well as ensuring SLAs are met. The role will meet with clients to determine the nature of technical problems, diagnose hardware or software issues, provide effective assistance, and maintain strong customer relationships. The role should have in-depth knowledge of business software and hardware systems, excellent troubleshooting skills, and high-level interpersonal skills. The ideal candidate will have working knowledge of database administrator skills as well. This role will work within the team to ensure the team's Service Desk operation is effective, with all agreed processes adhered to. The role will liaise with other departments and partners (including Universities and vendors) across the region and globally, to ensure IT elements of projects are effectively advised on and delivered. This may include advising on budgetary planning. The post is part of INTO's Global TechHub Support Team, which in turn is part of the IT Operations Team. The role will involve working closely with both the central Brighton IT Operations and TechHub team as well as the INTO-NA Information Technology team, to ensure that all centrally managed services are delivered effectively.

Key Responsibilities and Capabilities

- Ensure North America Infrastructure environment is active and stable in accordance with Information Technology Infrastructure Library (ITIL) framework.
- Ensure that Service Desk ticket SLAs are adhered to, and any breaches are monitored and addressed. Additionally, correct procedures regarding ticket processing are adhered to, as advised by the IT policies.
- Ensure an excellent level of Customer Service is provided by the team to staff and any issues are addressed effectively and sensitively.
- Attend regular meetings with the various IT teams to ensure managed services are delivered to North America region effectively.
- Ensure the TechHub desk is always staffed, including covering the desk in the event of staff absence.
- Regularly write, and contribute to, self-help guides on INTO's IT Knowledge Base or corporate Intranet to proactively help INTO customers solve issues
- Ensure IT Assets & Inventory are effectively tracked and recorded in accordance with IT policies and procedures.



- Liaise with various teams, to ensure any IT Infrastructure, Service, & Support aspects of projects are advised on and effectively delivered.
- Advise on budget planning with local stakeholders and obtain quotes for IT equipment & services as required.
- Liaise with external suppliers for IT equipment purchases, warranties, and any required maintenance and/or service support.
- Assist with the induction and training process of new and existing staff.
- Mentor and lead NA IT Staff, to deliver an excellent level of IT Service including Team Meetings, One on One meetings, performance review meetings, and regular engagement opportunities to ensure success.
- Work on other IUP IT projects as requested by team members and management.
- Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request.
- We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.
- This role may involve occasional travel to, and working from, other INTO sites.
- At certain times of year some evening, holiday, and/or weekend work will be required as part of this role and a flexible approach to working hours will be expected.

Location

The post is based in our INTO North America headquarters located in San Diego, CA. Occasional travel within the US and globally may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. This role may be reasonably required to work from any INTO or Partner location at any time.

Compensation

This role is non-exempt, hourly (eligible for overtime); compensation is commensurate with experience.

INTO takes care of their employees and ensures they are well and thrive with a comprehensive benefits package which includes:

- Health Benefits
 - Medical
 - Dental
 - Vision
 - Life insurance
 - Short and Long-term Disability
 - Flexible Spending Accounts
- Generous paid time off (PTO) – starting at 22 days/year
- 10+ paid holidays annually
- Volunteer days
- 401(k) retirement plan – up to a 6% company match
- Educational assistance
- Wellness rewards and programs
- Employee assistance program
- LinkedIn Learning



Qualifications

Essential:

- Appropriate DBS check will be required prior to confirmation of appointment.
- Eligibility to work in and travel freely to and from UK
- English speaking
- Exposure to corporate networking environment.
- 2-3 Years of Experience
- Experience with Windows and MAC operating systems, including deployment, troubleshooting and issue resolution.
- Experience with Microsoft Office tools and corporate systems
- Experience of Office 365 user administration
- Experience in front line IT support.
- Ability to lead/mentor a team
- Ability to work alone with minimal supervision.
- Excellent communication skills.
- The ability to prioritise, meet deadlines and work under pressure.
- Good team player.
- Good attention to detail.
- A strong commitment to excellence in customer service.
- An understanding of SLAs within IT Service Delivery.
- Ability to build and manage relationships with peers, senior managers, partner organisations, junior members of staff, from a variety of linguistic, ethnic and cultural backgrounds.

Desirable:

- Understanding / knowledge of similar work e.g. in education or another service-oriented sector.
- Experience working within SLAs on a Service Desk ticketing system
- Experience of administering users on a cloud storage platform
- Experience of writing Powershell scripts for System Administration
- Previous experience of supporting telephone systems.
- Knowledge of AV equipment and conferencing equipment.
- Working in an office environment providing 1-1 support with staff.
- Experience managing SQL database administrative duties

How To Apply

Please click the following link to submit your Resume & CV.

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&cclid=19000101_000001&jobld=426181&source=CC2&lang=en_US

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California Residents: Please review our CCPA Notice - <https://www.intoglobal.com/media/elk14wvp/into-applicant-privacy-notice-ccpa.pdf>