Technical Support Analyst

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Type: Full-Time
Salary: $50,000 - $54,250 per year
Posted: 32 days ago
Category: IT Support and Training
Position Overview:

This position reports to the Help Desk Manager and provides tier 1 technical support to staff, faculty, and students. Support includes troubleshooting and maintaining desktops, laptops, mobile devices, applications, classroom AV systems, and related technology. The analyst will prepare and deploy computer setups, assist with labs, and ensure first-level IT support is delivered effectively. As the first point of contact, this position represents the IT department and requires professionalism, strong communication skills, and a customer-first mindset. The ideal candidate has a “can-do” attitude, demonstrates independent problem-solving, and adapts quickly to new technologies, including basic use of AI tools to support troubleshooting and efficiency.

Primary Description:

- Serve as the first point of contact at the IT Help Desk, delivering Tier 1 technical support to faculty, staff, and students in person, by phone, and by email. Act as the face of IT for the campus community, modeling professionalism, patience, and empathy in every interaction.
- Troubleshoot and resolve issues with computers, mobile devices, applications, and peripherals. Escalate appropriately only after independent troubleshooting and review of documentation.
- Leverage AI-powered tools and knowledge bases to assist with problem resolution and ticket management.
- Configure, image, and deploy computers and mobile devices, ensuring they are secure, updated, and user-ready. Set up and test network accounts, email clients, web browsers, and printers for new users.
- Provide high-level troubleshooting and support for classroom and meeting AV systems, ensuring minimal downtime during live classes/events. Support Zoom/Teams and other collaboration tools used in teaching and administrative meetings.
- Maintain campus computer labs and virtual lab environments, ensuring software is current, systems are secure, and the environment is fully operational for teaching and learning.
- Communicate technical issues and solutions clearly to non-technical users.
- Create, update, and maintain technical documentation, FAQs, and user guides for repeatable issues. Contribute to the Help Desk knowledge base, including AI-enhanced troubleshooting content.
- Mentor and guide student workers, assigning and reviewing work, and ensuring quality of service. Collaborate with IT colleagues on escalated issues and cross-departmental projects.
- Stay current with emerging technologies, including AI, cybersecurity best practices, and campus-supported applications. Recommend process improvements to enhance efficiency, customer experience, and service quality.
- Other duties as assigned, including flexibility to support special events, projects and on-call needs occasionally requiring evening or weekend work.

Position Qualifications:

- Bachelor’s Degree preferred
- Equivalent technical education, certifications (e.g., CompTIA A+), or relevant IT support experience strongly considered.
- 1 – 3 years of experience in a technology environment, successfully serving customers
- Strong written and verbal communication skills; ability to explain technical concepts clearly to non-technical users.
- Customer service focus with ability to build trust and represent IT positively.

- Ability to both work as a team and independently, showing initiative and resourcefulness without over-reliance on escalation.
- Ability to use independent judgment and critical thinking. Strong problem-solving skills are a must.
- Ability to prioritize and execute tasks in a high-pressure environment.
- Familiarity with AI tools for support workflows and troubleshooting.
- Strong knowledge of Windows and Mac OS.
- Strong troubleshooting and problem-solving skills across Windows, MacOS, iOS, and Google Workspace.

Application Materials Should Include:

- Resume
- Cover letter stating motivation and interest in the position, citing experience relevant to the qualifications and including experience with, and commitment to, our Catholic Augustinian mission and our values.

This position is subject to the successful completion of a criminal background check.

Work Location

This is an on-campus position as employees are essential in order to provide a fully on-campus, residential college experience for our students and the community.

Statement on Our Mission

Merrimack College is a Catholic Augustinian institution of higher education committed to building an accepting and respectful community. Our mission is to enlighten minds, engage hearts and empower lives and is inspired by our Catholic faith and the Augustinian tradition of seeking truth through inquiry and dialogue.

Merrimack College seeks candidates who understand, respect, and can contribute to Merrimack's Catholic and Augustinian mission. All candidates should describe in their application how they will foster a culture that supports our mission.

About Merrimack College

The only Catholic, Augustinian institution of higher education in New England, Merrimack College is a private, independent, coeducational institution with more than 4,100 undergraduate, 2,500 graduate students and 50 doctoral students from 48 states and 63 countries. The College features more than 160 career-focused undergraduate, professional and graduate programs, all taught by exceptional faculty who are passionate about their subject and student success. The College has six schools: arts and sciences, engineering and computational sciences, nursing and health sciences, education and social policy, the

Girard school of business and the graduate school of counseling and social work. The College's suburban 220-acre campus is just north of Boston in North Andover, Massachusetts. Merrimack is a Master's Colleges and Universities/Larger Programs (M1) institution in the Carnegie Classification of Institutions of Higher Education. Merrimack is one of the fastest growing educational institutions in the country and has steadily climbed up in the U.S. News & World Report's ranking of Best Colleges, ranking 38th in the Regional Universities North category in 2026. Merrimack is a NCAA Division I athletic institution.

Merrimack College is an Equal Opportunity Employer.

Salary Range: $50,000 - $54,250

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