Job Title: Desktop Support Specialist
Reporting To: Associate Director of Technology and Security
Projected Start Date: July 2021
Job Profile: ITIUSP3

Who We Are

The University of Chicago Urban Labs, launched in 2015, were established to create knowledge to address fundamental urban challenges, and to work with policy makers and practitioners to improve the human condition in cities worldwide. The Urban Labs seek to evaluate the most promising policies and programs across the domains of crime, education, energy & environment, health, and poverty to generate gold-standard evidence about what works and why, and to support policy makers and practitioners to scale up programs and policies that can have a significant positive impact on human lives. The Urban Labs team rigorously evaluates promising policies and interventions to make them as informative as possible. Our goal is to assemble a portfolio of randomized controlled trails (RCTs) to generate new evidence about what works, for whom, and why, and to conduct benefit-cost analyses of different interventions to enable policymakers to prioritize resources for the combination of strategies that achieve the greatest social good per dollar spent. For more information about the UChicago Urban Labs, go to http://urbanlabs.uchicago.edu/

Five Labs. One Approach. UChicago Urban Labs:
- Use research and evidence to understand how cities can work better
- Test the most promising, cost-effective policies and programs
- Work with civic partners to implement and evaluate solutions in real time
- Scale solutions to cities around the country and the world

The Role

University of Chicago Urban Labs is seeking a Desktop Support Specialist to solve complex end user issues regarding hardware, site licensing, software, and networking. The ideal candidate will use best practices and IT knowledge to manage the deployment and support of end user devices; administer office systems including printer/copiers, A/V, and other equipment; and collaborate with IT professionals across the University on desktop support initiatives.

Duties and Responsibilities

- Guides a variety of IT support activities for end-user hardware/software resolution, and guides end-users through troubleshooting procedures. Uses fundamental knowledge of software systems to recommend system modifications to reduce user problems.
- Uses in-depth knowledge of IT support best practices and experience with the University IT systems to conduct analyses and contribute to the resolution of complex problems.

- Provides technical guidance in setup, installation, and configuration of desktop hardware and software in compliance with internal controls, policies, and standards.
- Calibrates specifications and typically collaborates with programmers to develop new applications or to make modifications to existing applications. Tests and debugs applications before releasing them to end-users.
- Performs other related work as needed.

Education

Bachelor's degree required in a related field.

Experience

- Minimum requirements include knowledge and skills developed through 5-7 years of work experience in a related job discipline.

Competencies

- Ability to develop and maintain relationships across a large organization.
- Ability to navigate a large, complex organization.
- Ability to manage multiple projects simultaneously and meet tight deadlines required.
- Excellent organizational skills and attention to detail required.
- Ability to work both independently and as a team member required.
- Ability to work discretely with sensitive and confidential data required.

To Apply

We seek a diverse pool of applicants who wish to join an academic community that places the highest value on rigorous inquiry and encourages a diversity of perspectives, experiences, groups of individuals, and ideas to inform and stimulate intellectual challenge, engagement, and exchange.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran status or status as an individual with disability.

The University of Chicago is an Affirmative Action / Equal Opportunity / Disabled / Veterans Employer.

Please submit a resume, cover letter, and reference contact information to UChicago's Workday system. Within the Workday system, this listing can be found by the position title or by the requisition number, JR11571.

If you have an active UChicago Workday account, you will need to complete the Internal Candidate application process. Simply log in to Workday and select the career worklet to begin.

External candidates should apply at https://uchicago.wd5.myworkdayjobs.com/External.

If you have questions about the Workday system, please contact our Shared Services department at https://services.uchicago.edu

Job seekers in need of a reasonable accommodation to complete the application process may contact the Shared Services Office by calling 773-702-5800 or by emailing sharedservices@uchicago.edu with their request.