Role Within Department

Provide initial technical assistance with security-related issues for college students, staff, and faculty.

Brief Position Overview

Assist technology users who are experiencing security issues, by analyzing, troubleshooting, diagnosing, and resolving simple to more complex user technical security problems. Experience with customer service is very helpful!

This role is part of the UIT Security team, which provides support for various security-related activities across campus and affiliates. This role will also work in the Security Operations Center (SOC), providing security-related user support to faculty, staff, and students, alongside full-time security team members.

Duties and Responsibilities:

- Primary role is to address security-related issues via the telephone or web-based ticketing system.

- Position provides end user support via telephone, remote desktop, or onsite. Documents troubleshooting steps and contributes to knowledgebase.

- Provide customer service to a wide range of constituents with varying knowledge levels by troubleshooting, analyzing, diagnosing, and resolving simple to complex user technical problems.

- Develop and maintain Microsoft Office, Windows and Mac platforms, Wi-Fi connectivity and other computer and mobile device knowledge.

- Develop and maintain knowledge of phishing detection, incident response, and other security-related activities.

- Support and maintain security protocols and best practices across campus.

- Ensure all University security policies and best practices are being followed and communicated to customers.

Minimum Qualifications:

- Combination of education and/or applicable experience.

- Interest in learning about security troubleshooting.

- Ability to problem solve independently and motivated to learn Montana State University's internal operations to better assist students and staff.

- Ability and willingness to work a minimum of 12 hours per week during the academic semester and willingness to work multiple semesters.

Bonus Qualifications:

- Computer-related experience: software, hardware, and/or networking skills.

- Knowledge of Windows and Mac platforms.

- Proficiency with Microsoft Office.

- Knowledge of troubleshooting and investigating security related issues.

- Knowledge of basic scripting in KQL, PowerShell, and Python.

Successful Candidate Abilities

- Consistently exercise initiative and good judgment while prioritizing workload to meet deadlines with minimal supervision.

- Communicate effectively both verbally and in writing.

- Maintain confidentiality of records and information.

- Represent the department and the college to others in a professional and courteous manner.

- Work effectively and cooperate with all university IT staff in a team-oriented environment.

- Demonstrate excellent interpersonal skills.

- Build and maintain partnerships with customers, MSU IT peers, student workers and campus offices by regularly demonstrating a high level of customer service, technical expertise, and professionalism.

Additional Information:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily with or without reasonable accommodations. The requirements listed above are representative of the knowledge, skill, and/or ability required.

- This job description should not be construed as an exhaustive statement of duties, responsibilities, or requirements, but a general description of the job. Nothing contained

herein restricts Montana State University's rights to assign or reassign duties and responsibilities to this job at any time.

University Information Technology's commitment for successful candidates:

- The IT Security team will work with your school schedule.

- Student Workers may work up to 20 hours per week during each semester. Student Workers may work up to 40 hours per week during winter/spring/summer breaks--if not enrolled in a course during breaks.

- Basic IT security skills are needed in every industry. This position provides hands-on foundational skills and experience, regardless of your degree and career.