University of Wisconsin-Superior
User Support - Technical Services Professional
Position Description
Revision date: July 11, 2011

**POSITION SUMMARY:**

This position provides desktop support for faculty and staff for hardware, software and operating systems including troubleshooting and problem resolution. The position works on special projects and assignments related to desktop hardware and software supported by the university. Responsibilities include: supporting the day to day use of products and systems, trouble-shooting and resolving hardware and software problems, providing high quality customer service. This position is a member of Technology Services and reports to the Director of Technology Infrastructure Services working within the established goals and priorities that are consistent with Technology Services unit goals.

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<tr>
<th>Time%</th>
<th>Goals and Activities</th>
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<tr>
<td>60%</td>
<td><strong>A. Technical Support</strong></td>
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<td>A1. Install, support, and maintain desktop hardware and software including campus-wide systems such as email, virus protection, operating systems, Microsoft office applications and other devices and applications. Assist in coordinating technical support services on campus and participate in policy development groups.</td>
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<td>A2. Provides problem solving and technical support for campus-supported Windows and Macintosh desktop hardware and operating systems in a large networked environment, including domain controlled desktops. Install such systems and assist in upgrade planning and implementation.</td>
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<td>A3. Provides technical support for various peripheral devices including networked printers, external hard drives, smart devices, and other tools.</td>
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<td>A4. Provides problem solving and technical support for campus applications including email, anti-virus software, spyware removal tools, Microsoft office applications and other ITS supported applications in use by the campus.</td>
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<td>A5. Assists users with networking issues at the desktop level including the resolution of connectivity problems by coordinating services with other Technology Service units.</td>
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<td>A6. Provides support for centralized applications and server-based applications and services maintained by Technology Services including file storage, file transfer, web pages, PeopleSoft Campus Solutions, reporting and database query tools, and email issues, as well as, Microsoft SCCM, WSUS and Group Policy,</td>
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<td>A7. Logs support issues in appropriate databases, documents solutions for future references and assists in the maintenance of such systems and in the reporting of support work conducted by Technology Services.</td>
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<td>A8. Application and enforcement of IT security best practices and policies.</td>
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<td>A9. Provides assistance to Help Desk employees by recommending potential solutions, providing on-site support as required, and reviewing open issues.</td>
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<td>A10. Researches, evaluates and provides feedback on problematic issues, trends and patterns in campus technology.</td>
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<td>A11. Participates in team research projects to evaluate and recommend third party software and utilities that enhance the services provided by Technology Services.</td>
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<td>A12. Coordinate the resolution of various problems that involve multiple IT units and end-users.</td>
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<td><strong>B. Technology Projects</strong></td>
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<td>B1. Coordinates, assists, and completes special projects and assignments for desktop hardware, software, and services provision.</td>
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B2. As new technology is introduced to campus, serve as a representative to committees and work teams for the support services. Conduct testing, provide feedback as required, create documentation, and assist with implementation.

B3. Assist in operational procedures within support services including policy and procedure development, internal software support, upgrades, and training of student and professional support staff.

B4. Serve on assigned project teams to define information technology projects, analyze requirements, and implement technology campus wide.

B5. Serve as a support team representative to special UW-System and UW-Superior technology projects such as implementation of common systems, enterprise resource packages, and similar items.

B6. Serve as a backup resource for other support team members who are gone. Duties may include backing up support of daily operations tasks, computer lab coverage, help desk coverage, and other services provided to the campus community.

10% C. Planning and Service Quality

C1. Assist in the design, development of computing and network service decisions such as software implementation, adoption of new systems and services.

C2. Works with other staff in testing and recommending software.

C3. Participates in providing technology training to campus technology users.

C4. Document problems and solutions and collaborate with relevant campus units for additional support to help prevent similar problems from occurring in the future.

C5. Participate on technology teams as needed to develop systems, improve business processes and meet customer service goals.

C6. Writes technical documentation for internal IT staff on problem resolution, practices and other items as necessary. Updates and maintains existing documentation.

C7. Ensure the security and confidentiality of customer records and information; protect against any anticipated threats or hazards to the security or integrity of such records; and protect against unauthorized access to or use of such records or information that could result in substantial harm or inconvenience to any customer.

C8. Provide reports and feedback to the Director of Technology Infrastructure Services to assess department performance in meeting quality standards and departmental work practices.

10% D. Student Staff Mentoring

D1. Supervise, mentor and coach student staff on the support of instructional and information technology systems, customer service and other professional skills.

D2. Serve as secondary supervisor for desktop student employees. Provide direction to student staff in accomplishing service goals and completion of projects.

D4. Participate in planning and strategy sessions with other TS teams to share and incorporate best practices for the effective management of a student-staffed customer service unit.

D5. Provide feedback and evaluations regarding the job performance to student staff.

5% E. Professional Development & University Service

E1. Participate in job-related classes and self-instruction to keep abreast of the latest developments and technical advances in the industry as they relate to assigned projects and responsibilities.

E2. Read books, periodicals, and internal documentation to improve knowledge technology

E3. Attend meetings and professional development offerings as directed.

E4. Maintain knowledge of campus technology strategies and standards and other Technology Service groups in order to represent the division on a professional level when involved in campus-wide committees and projects.
Knowledge, Skills & Abilities

1. Ability to install, replace or repair laptop and desktop computer components such as power supplies, hard drives, physical memory, disk drives, video cards, etc.
2. Knowledge of Windows and Macintosh hardware and operating systems (eg. Windows Vista, Windows 7, Mac OSX, etc.).
3. Knowledge of Windows or Macintosh applications such as Office Suite products (eg. Microsoft Office, Corel Suite, OpenOffice, StarOffice, etc.); e-mail clients (eg. Microsoft Outlook, Entourage, etc.); database systems or applications (eg. Microsoft Access, Microsoft SQL, Oracle, etc.); web-based enterprise applications (eg. PeopleSoft, SAP, legacy systems, etc.); anti-virus software, web editing software, spyware removal tools and other common desktop, database or web-based applications.
4. Knowledge of related server environments and tools (eg. Windows servers, Exchange, Active Directory, domain workstations, Windows Software Update Service-WSUS, MicroSoft System Center Configuration Manager-SCCM, group policy, login scripts, host based vulnerability assessment tools, etc.) and network configuration (eg. TCP/IP, Cat5 & 6, VLANs, etc.)
5. Knowledge of networked systems and environments, client/server communications and basic server functions.
6. Ability to troubleshoot and resolve problems.
7. Knowledge of developing technical documentation and end user materials.
8. Knowledge of designing and conducting technical training sessions.
9. Ability to communicate clearly and have a clear understanding, work ethic, and personality to provide end users understandable, friendly and timely support.
10. Ability to train and work with students.
11. Ability to carry 40 pounds of computer or audio/video equipment.
12. Ability to clearly document IT procedures and troubleshooting strategies.
13. Proven organizational abilities and attention to detail.
14. Ability to work under pressure in time sensitive, mission critical situations.
15. Ability to work independently and in a team to provide services and systems in a timely manner.
16. Prefer two-year technical degree or Bachelor’s degree in a technology related discipline.
17. Enthusiasm for learning new technologies.