UNIVERSITY OF WISCONSIN-SUPERIOR
POSITION DESCRIPTION
User Support Specialist
Department of Technology Services

Working Title: User Support Specialist
Hayes Hill Title/Level: Associate IS Specialist
Reports to: Director of Technology Services

Position Summary: The User Support Specialist provides technology support services for the UW-Superior faculty, staff and students. This position is part of the Technology Services Office and functions as part of the Client Services Team. The team provides high quality front-line user support for the delivery of routine information technology (IT) support services to end users in support of institutional technology operation.

The User Support Specialist identifies, troubleshoots, resolves, and/or escalates basic data, network connectivity, client/server processes, and application issues according to established policies and procedures. In addition, this position assists with the operational maintenance of technology systems to ensure appropriate integration, compatibility, and functionality according to established user requirements.

Duties, Tasks and Responsibilities:

Provision of User Support Services
- Installs, configures, tunes and troubleshoots computer operating systems and other enterprise system software and hardware.
- Supports Voice Over IP (VoIP) telephones.
- Investigates and researches common computing and technology operating issues; communicates solutions; assesses and recommends new hardware/software configurations, procedures and technical standards; acquires resources, tools and software needed to solve or prevent operating system problems.
- Communicates and collaborates with technology HelpDesk on a regular basis to provide status updates on service requests and project completion dates.
- Arranges appointments for services with clients; follows up on requests and completed tasks to ensure client satisfaction.
- Assists with the maintenance of certain back office technologies such as Uninterruptable Power Supplies (UPS).
- Collaborates with IT Purchasing Coordinator to purchase needed IT supplies, parts and services.
- Supervises and mentors student employees.
- Works to ensure accurate inventory of technology assets.
- Coordinates roll-out of new software suites or hardware upgrades across campus; schedules tasks to meet deadlines and communicates information to clients.
- Develops and implements standards and procedures for problem/change resolution.

Classroom and Lab Support
• Installs and maintains operating systems and software used on computers located in classrooms and labs.
• Works with Systems Administrators to provide regular file system maintenance and software upgrades. Plans and oversee hardware replacements and upgrades. Manages classroom and laboratory inventory and supplies.
• Communicates with faculty to ensure classrooms and labs contain the necessary hardware, software and licensing at the start of each semester.
• Works with facilities management to ensure that physical laboratory spaces are clean, up to date and in good working order.
• Deploys, troubleshoots and maintains classroom technologies such as projectors and room control equipment.

Professional Development & University Service
• Participates in activities such as workshops, conferences, classes and self-instruction to keep abreast of the latest developments and technical advances in the industry.
• Participates in activities such as meetings, workshops, classes and self-instruction for professional development.
• Maintains knowledge of campus technology strategies and standards through active participation in campus user groups and committees.
• Attends campus meetings and events.

Miscellaneous
• Participates in the Technology Services Student Mentoring Program.
• Contributes to strategic planning and assessment.
• Maintains relationships with Technology Service vendors.
• Completes mandatory trainings and professional development as assigned.
• Other duties as assigned.

Knowledge, Skills & Abilities:
• Experience with networking concepts and troubleshooting.
• Knowledge of computer operating systems, hardware and software, installation, maintenance and support (applications include word processing, spreadsheet, data base, digital sound editing, and video editing).
• Understanding of basic project management principles, methods and practices.
• Demonstrated high professional standards and personal code of ethics characterized by honesty, integrity, openness and fairness.
• Ability to communicate effectively, both verbally and in writing; experience in organization and planning, setting priorities, follow-through, creative problem solving, and flexibility in dealing with multiple tasks.
• Proven ability to work cooperatively and collaboratively.
• Experience in communicating and establishing relationships with students, faculty, and staff of a diverse background.
• Leadership experience.
• Ability to lift/move 40 pounds of computer or audio/video equipment.

Minimum Qualifications:
• Two-year technical degree in a technology related discipline OR three years of relative IT experience
• Valid Driver’s License and meets UW Driver Authorization Standards

Preferred Qualifications:
• Two or more years’ experience in supporting technology in a higher education environment
• CompTIA A+ or similar certification