Position Description

User Support Specialist
Department of Technology Services

Working Title: User Support Specialist
Hayes Hill Title/Level: IS Specialist
Reports to: Director of Technology Services
Appointment: Academic Staff, 100%, hourly/non-exempt, Annual

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; resolves problems with systems and peripherals.
- Supports Voice Over IP (VoIP) telephones.
- Investigates and researches common computing and technology operating issues; communicates and collaborates solutions; assesses and recommends new hardware/software configuration, procedures and technical standards; acquires resources, tools or software needed to solve or prevent operating system problems.
- Communicates and collaborates with technology HelpDesk on a regular, ongoing basis to provide status of service requests and project completion dates.
- Arranges appointments for service with clients; follow up on requests and completed tasks to ensure client satisfaction.
- Assist 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 technology services employees.
- Works to ensure accurate inventory of technology assets.
- Coordinates roll-out of change processes OR 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

- Manage software on university computers in laboratories and classrooms.
- Work with Systems Administrator to provide regular file system maintenance and software upgrades. Plan and oversee hardware replacements and upgrades. Manage classroom and laboratory inventory and supplies.
- Communicate with faculty to ensure classrooms and labs contain the necessary hardware, software...
and licensing at the start of each semester.

- Work with facilities management to ensure that physical laboratory spaces are clean, up to date and in good working order.
- Deploy, troubleshoot and maintain classroom technologies such as projectors and room control equipment.

**Professional Development & University Service**

- Participate in activities such as workshops, conferences, classes and self-instruction to keep abreast of the latest developments and technical advances in the industry.
- Participate in activities such as meetings, workshops, classes, self-instruction for professional development.
- Maintain knowledge of campus technology strategies and standards through active participation in campus user groups and committees.
- Attend campus meetings and events.

**miscellaneous**

- Participate in the Technology Services Student Mentoring Program.
- Strategic planning and assessment.
- Maintain relationships with Technology Service vendors.
- Complete mandatory trainings and professional development as assigned.
- Other duties as assigned.

**Knowledge, Skills & Abilities:**

- Working knowledge of networking concepts and troubleshooting
- Expert 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).
- Knowledge of project management principles, methods and practices.
- Knowledge and possession of high professional standards and a personal code of ethics characterized by honesty, integrity, openness and fairness.
- Ability to communicate effectively, both verbally and in writing; skilled in organization and planning, setting priorities, follow-through, creative problem solving, and flexibility in dealing with multiple tasks.
- Ability to work cooperatively and collaboratively.
- Ability to communicate and establish relationships with students, faculty, and staff of a diverse background.
- Effective leadership and teamwork skills.
- Ability to carry 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

**Preferred Qualifications:**

- Two or more years’ experience in supporting technology in a higher education environment
- CompTIA A+ or similar certification