

Position: User Support Specialist

Grade 32

## **Summary**

Provides first-level contact and primary issue resolution for users with hardware, software, and application issues. Provides technical support and troubleshooting assistance to computer users. Responsible for issue determination, problem recording, problem resolution, and problem escalation as needed. Provides direct operational services and assistance to all user departments.

## **Distinguishing Career Features**

The User Support Specialist is a technical position requiring application of problem-solving principles, practices, and procedures. This position requires demonstrated ability to provide technical customer service and troubleshooting to resolve primary hardware and software problems. This position is the initial point of contact for users who communicate their issues.

## **Essential Duties and Responsibilities**

- Receives calls and inquiries regarding questions and problems associated with district hardware, software, and A/V systems.
- Resolves or assigns calls and facilitates distribution of calls to other staff.
- Maintains a system for documenting help desk and repair request calls. May compile lists of questions to computer and software related problems, indexed in such a way that it facilitates consistent response by other Technicians and users.
- Instructs users in one-on-one situations, either in person or by telephone or other media, on the use of common business educational software
- Develops and maintains up-to-date documentation supporting assigned and related areas of responsibility.
- Receives, verifies, and processes new user account requests. Contacts departments to verify names and arranges for training.
- Maintains activity records for production, troubleshooting, and changes.
- Contacts third party vendors for warranty repairs. Collects information on computer and technology related problems. Determines active warranties. Arranges with vendors for visitations, and dispatches non-warranty repairs to on-site technicians.
- Provides basic troubleshooting of user access and problems accessing database files, network, and e- mail.

- Responds to requests and inquiries from system users.
- Maintains currency of knowledge and skills related to the duties and responsibilities.
- Performs other related duties as assigned.

## **Qualifications**

### **▪ Knowledge and Skills**

The position requires working technical knowledge of the functions and capabilities of computers and software. Requires the ability to set up, access, and maintain files for an integrated relational database. Requires the ability to establish user access and security. Requires well-developed data entry and keyboarding skills. Requires sufficient writing skills to prepare work instructions and documentation of operations. Requires sufficient human relations skills to orient and serve staff in all departments.

### **▪ Abilities**

Requires the ability to perform recurring and time-dependent tasks. Requires the ability to explain and interpret the functions and capabilities of a computer. Requires the ability to determine the needs of individual departments, and to work with other departments to schedule work. Requires the ability to operate computer equipment. Requires the ability to identify minor problems and make appropriate corrections or escalate it to the appropriate level. Requires the ability to maintain productive and cooperative working relationships with others.

### **▪ Physical Abilities**

Position requires sufficient ambulatory ability to stand and walk for extended periods of time; bend and stoop on an intermittent basis with or without accommodation. Requires the ability to lift, push, and pull objects of light weight (less than 25 lbs.) on an occasional basis with or without accommodation. Requires visual acuity and depth perception, arm-hand-finger dexterity, and hand-eye coordination to operate control panels and keyboards with or without accommodation. The person in this position frequently communicates with members of the campus community.

### **▪ Education and Experience**

This position requires a high school diploma or the equivalent, plus three years of experience in a technical user support environment. Additional education in computer science, information services, or a related field is preferred and may substitute for experience.

### **▪ Licenses and Certificates**

May require a valid driver's license to operate District vehicles.

## **Working Conditions**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.