

## Job Description

Please check one of the following:

☐ New ☒ Update ☐ Advancement within same zone ☐ Promotion to Higher Zone

☐ Other

### 1. General Information

Date: 9/21/2021	Working Job Title: Help Desk Associate	Position #: 6153
Employee Name: T.B.A.	Title Code: 49302302	Department Name: Information Technology Services
SAP Personnel #: T.B.A.	Job Family: IT	SAP Organization Unit #: 50010176
Name of Supervisor: Heidi Haussermann	Job Family Zone: Associate	<input checked="" type="checkbox"/> O/S <input type="checkbox"/> M/P
Position # of Supervisor: 58442	Zone Code: IT12H	Funding Source: 5226100200
<b>FOR HR USE ONLY:</b>		
FLSA Overtime Exemption: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	Exemption Type:	

### 2. Job Summary

Provide initial employee support for technical inquiries received via phone, email, and messaging applications. Assess the nature of problems and resolve basic support issues. Troubleshoot software and hardware issues on laptops, desktops, tablets, and/or smartphones. Log or record support tickets and/or cases. This position would utilize industry recognized incident management, remote management, and system management tools to monitor, assist, and resolve issues for users and other departments within the university. For more complex issues, transfer internal customers to second-level Help Desk Technicians. This position will need to quickly become familiar with University Identity Management tools, student information systems, University monitoring tools, and other University Enterprise Systems. This person must also demonstrate a strong track record of proven customer service. This position will uphold the ITS core principles of outstanding collaboration and communication, a drive to succeed, a passion for higher learning, and acting with integrity.

### 3. Duties and Responsibilities

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
<b>Device and Account Support</b> Diagnose and resolve issues on various computers, tablets, and mobile devices including software, operating systems, and facilitating hardware repair where available. Provide desktop support (remote and onsite) for departments who have contracts with UN ITS. Install or replace equipment for departments as requested. Assist with software installations and upgrades (remote and onsite). Provide tier one support for other teams in UN ITS including networking, systems, security and datacenter operations. Resolve issues with University account logins (remote and onsite), escalate account issues as needed to the appropriate teams.	30%	*
<b>ITS Incident Tracking and Monitoring.</b> Record calls and interactions in UN ITS incident tracking system. Escalate these interactions as needed to other teams within UN ITS. Monitor systems and notify employees based on enterprise tools including incident tickets, security tools/events, and system monitoring tools.	30%	*

### 3. Duties and Responsibilities (Cont.)

<b>General Information</b> Answer incoming calls for UN ITS and the University. Transfer calls to the appropriate University area and direct these questions as appropriate. Provide basic phone services for the University.	<b>10%</b>	
<b>E-Mail Support</b> Diagnose problems to resolve calls concerning e-mail. Resolve questions on e-mail delivery for the campus e-mail systems. Resolve questions on the configuration and use of supported e-mail clients. Coordinate with UN ITS and University staff analyzing e-mail issues.	<b>10%</b>	
<b>Documentation</b> Use and update knowledge base articles to solve customers' issues or questions. Work with other staff as needed to verify the completeness and accuracy of these articles.	<b>10%</b>	
<b>Other Duties as Assigned</b> Other technical duties regularly arise on campus which can include teaching and training of students, faculty, and staff around University technology and systems. Special Event Support, test scanning, working with and scheduling of other technical staff in the department.	<b>10%</b>	
<i>The above list of job duties is not exclusive or exhaustive and the incumbent will be required to undertake such tasks as may reasonably be expected within the scope and classification of the position.</i>		

<p><b>This Position:</b> <input checked="" type="checkbox"/> <b>REQUIRES ATTENDANCE AT THE WORKPLACE</b> or <input type="checkbox"/> <b>IS ELIGIBLE FOR ALTERNATIVE WORKSITE ARRANGEMENT</b> (request forms required)</p> <p><b>And is considered:</b> <input type="checkbox"/> <b>ESSENTIAL</b> (per inclement weather policy, essential employees are expected to report to and work at their assigned campus worksite) or <input checked="" type="checkbox"/> <b>NON-ESSENTIAL</b></p>
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**4. Zone Definition Factors** (Provide additional information not contained in the Duties & Responsibilities)

**A. Knowledge, skills and abilities**

Assist the University community with informational and computing needs. Diagnose and solve complex or unusual problems drawing upon expert technical knowledge and advocating for solutions that comply with UN ITS and University policies. Expert knowledge of e-mail, mobile devices, internet and browsers, Windows based computers, Mac computers and WiFi / Networking. Under the direction of and in partnership with the NU Security team, implement and maintain security strategies, policies, and standards to protect University assets. Responsible for actively researching and reviewing security practices to make recommendations based on institutional risk and operational impact.

**B. Problem Solving / Decision Making**

Responsible for making independent judgements about the magnitude of technology issues presented over the phone, via email or in person and taking corrective action to either resolve the issue or escalate it to the appropriate person or team for resolution.

**C. Interactions**

The Call Center is Information Technology Services' primary point of contact with the University. Frequent one-on-one interactions with Faculty, Staff, Students, the Public and ITS co-workers is possible. In order to be successful, the incumbent must:

- Develop partnerships with customers
- Influence through understanding customers' needs and follow through on commitments
- Employ a calm demeanor in crisis situations
- Explain complex technical issues in lay language

**D. Nature of Supervision**

Supervision Over: ☐ Reg Staff ☐ Temp Staff/Students ☒ No Supervision  
Supervision Received: ☐ Close ☒ Moderate ☐ Limited/None

**E. Impact**

Problems addressed will be technically complex and typically will affect departments or larger segments of the campus community or campus-wide systems

**5. Minimum Qualifications** (indicate "required" and "preferred" for each qualification)

**A. LEVEL OF EDUCATION:**

High school education; equivalency considered

**B. YEARS & TYPE OF EXPERIENCE:**

One year computing support or related experience to include customer service; required

**C. SPECIAL TRAINING / CERTIFICATION / LICENSURE:**

**D. SPECIAL KNOWLEDGE, SKILLS OR ABILITIES:**

Knowledge and/or experience with Windows or Mac computer systems; required  
Proven Customer Service Skills; required  
Excellent written and verbal communication skills; required  
Ability to multi-task and manage competing priorities; required  
Knowledge and experience with Microsoft Office suite of products; required  
Knowledge and experience with e-mail, mobile devices, and Internet Browsers; required  
Knowledge of network connectivity procedures; required  
Associate's degree in technology or related field; preferred

## 6. Physical Requirements

- A. GENERAL INFORMATION:** Describe the work environment and physical demands (i.e. environmental elements, travel, irregular hours, hazardous/unpleasant working conditions, etc):

May encounter stressful situations, in dealing with clients who are unhappy due to university policies or to non-functioning equipment or accounts. Work outside of normal business hours will be necessary.

**B. GENERAL PHYSICAL REQUIREMENTS** Indicate the appropriate response for an eight hour day

*Indicate occasionally, frequently or continually*

	Occasionally (less than 2 hrs / day)	Frequently (2-4 hrs / day)	Continually (5 hrs / day)
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stand	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drive Motor Vehicle	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Explain:

- C. SPECIFIC JOB REQUIREMENTS:** Complete only for job requiring at least occasional manual effort, climbing, lifting, reaching, exposure to harsh conditions, exposure to dangerous chemicals, etc. Provide additional information or explanation as needed to describe unique or special physical requirements.

	Occasionally (less than 2 hrs / day)	Frequently (2-4 hrs / day)	Continually (5 hrs / day)
Squatting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Overhead	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Forward	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Low	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Ladder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Stairs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Other	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- D. THIS JOB REQUIRES EMPLOYEE TO:** Complete only for positions requiring lifting, carrying, pushing or pulling  
Indicate in appropriate space: L = LIFT C = CARRY P = PUSH PL = PULL

	Occasionally (less than 2 hrs / day)				Frequently (2-4 hrs / day)				Continually (5 hrs / day)			
	L	C	P	PL	L	C	P	PL	L	C	P	PL
11 – 24 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25 – 49 lbs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50 – 74 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75 – 100 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Over 110 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If the job requires the employee to handle over 50 lbs – please explain.

**E. JOB REQUIRED USE OF HANDS OR SPECIAL TOOLS / EQUIPMENT FOR:**

	RIGHT	LEFT	BOTH
Keyboarding	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pipefitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**F. PATIENT CARE AND RESEARCH JOB**

**Does this job entail:**

Exposure to biohazard materials

**No**

☒

**If Yes, Explain**

Exposure to blood/bodily fluids

☒

Potential exposure to blood/bodily fluids

☒

Wearing hearing protection apparatus

☒

Working with laboratory animals

☒

Exposure to chemical hazards

☒

Wearing protective clothing

☒