

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: Workstation Support Associate | Position #: 62073 |
| Employee Name: T.B.A. | Title Code: 49302310 | Department Name: Information Technology Services |
| SAP Personnel #: T.B.A. | Job Family: IT | SAP Organization Unit #: 50010176 |
| Name of Supervisor: Dan Floyd | Job Family Zone: Associate | <input type="checkbox"/> O/S <input checked="" type="checkbox"/> M/P |
| Position # of Supervisor: 6156 | Zone Code: IT13H | Funding Source: 9229010030 |
| FOR HR USE ONLY: | | |
| FLSA Overtime Exemption: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt | Exemption Type: | |

2. Job Summary

Under direction of senior technical staff, assist university community and partnered areas with exemplary support through the utilization and promotion of industry standard tools and best practices, in a manner consistent with ITS policies and standards. This position will participate in the utilization and deployment of new technologies, documentation of processes, tracking of inventory, writing reports and will work with our stakeholders to provide hardware and software support as well as training for desktops, laptops, mobile devices, printers and classroom AV equipment. They will work closely with other specialists throughout ITS including networking, security, academic technology, and endpoint management to provide industry standard best practices and to be the liaison for our partnered areas and university community by providing consultations and recommendations from the product and service catalog maintained by Information Technology Services.

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 |
|--|------------|---------------------|
| Provide hardware and software support for desktops, laptops, mobile devices, printers and classroom AV equipment in a manner consistent with ITS policies and standards. | 40% | * |
| Manages the provisioning of reliable high-quality technology in support of the unit's academic, administrative and research goals including the reporting and analysis of customer services metrics. | 30% | * |
| Writing reports, documentation of processes and tracking of inventory as well as consulting with and training of clients utilizing industry best practices | 10% | |
| Organizing and/or participating in research and testing of newly deployed technologies solutions for our clients | 10% | |
| Provide advice on hardware purchases and software licensing in a manner consistent with ITS policies and standards. | 10% | |
| <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> | | |

This Position: **REQUIRES ATTENDANCE AT THE WORKPLACE**
or
 IS ELIGIBLE FOR ALTERNATIVE WORKSITE ARRANGEMENT (request forms required)

And is considered:
 ESSENTIAL (per inclement weather policy, essential employees are expected to report to and work at their assigned campus worksite)
or
 NON-ESSENTIAL

4. Zone Definition Factors (Provide additional information not contained in the Duties & Responsibilities)

A. Knowledge, skills and abilities

Thorough knowledge and experience with Microsoft Windows and Apple macOS operating systems, software application administration, and hardware. Consult with clients to interpret needs and provide appropriate solutions. Ability to effectively maintain client expectations whose priorities will frequently adapt to change. Proven ability to interact with customers in a pleasant and positive manner during stressful situations. Ability to explain technical concepts to clients at all levels of experience and technical competencies. Ability and desire to develop and learn new skills. 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 decisions affecting the requirements, design and support of unit-wide managed services. Must be able to make informed decisions regarding the direction and priorities of customer needs. Ability to develop processes that assist staff in troubleshooting complex hardware and software issues. Must be able to set goals, plan paths to reach the goal, and execute plans effectively in a timely manner. Can multi-task and manage competing priorities on duties as assigned.

C. Interactions

Interactions could take place with faculty, staff, students and other members of the university community. Collaboration with colleagues on other campuses or departments and working with vendors.

D. Nature of Supervision

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

E. Impact

This role has critical strategic impact on the operation of University units as the hardware and software utilized must function or services cease.

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

A. LEVEL OF EDUCATION:

Two years of post-secondary education; equivalency considered; required

B. YEARS & TYPE OF EXPERIENCE:

Two years of experience with desktop and/or IT helpdesk/service desk; required.

C. SPECIAL TRAINING / CERTIFICATION / LICENSURE:

Nationally recognized IT certifications; preferred

D. SPECIAL KNOWLEDGE, SKILLS OR ABILITIES:

Knowledge and experience with Microsoft Windows and/or Apple macOS operating systems, software application administration, and hardware; required
 Experience providing hardware and software support for desktops, laptops, mobile devices, and printers; required
 Experience with direct customer support; required
 Effective communication skills, both written and oral; required
 Experience with audio/visual (AV) classroom equipment, preferred
 Demonstrated experience working cooperatively and autonomously on tasks and projects; preferred
 Demonstrated experience in multi-tasking and managing competing priorities and duties; preferred
 Experience with technology research and development and procurement; preferred
 Experience with managing vendor interaction; 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: | No | If Yes, Explain |
|---|-------------------------------------|------------------------|
| Exposure to biohazard materials | <input checked="" type="checkbox"/> | |
| Exposure to blood/bodily fluids | <input checked="" type="checkbox"/> | |
| Potential exposure to blood/bodily fluids | <input checked="" type="checkbox"/> | |
| Wearing hearing protection apparatus | <input checked="" type="checkbox"/> | |
| Working with laboratory animals | <input checked="" type="checkbox"/> | |
| Exposure to chemical hazards | <input checked="" type="checkbox"/> | |
| Wearing protective clothing | <input checked="" type="checkbox"/> | |