# University of Nebraska

# Job Description

**Please check one of the following:**

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

☐ Other | |

## 1. General Information

| | | |
|---|---|---|
| Date:<br>10/26/2018 | Working Job Title:<br>Technical Consultant I | Position #:<br>5586 |
| Employee Name:<br>T.B.A. | Title Code:<br>49301500 | Department Name:<br>Information Technology Services |
| SAP Personnel #:<br>T.B.A. | Job Family:<br>IT | SAP Organization Unit #:<br>50010176 |
| Name of Supervisor:<br>Brandon Young | Job Family Zone:<br>Assistant | ☒ O/S  ☐ M/P |
| Position # of Supervisor:<br>4420 | Zone Code:<br>IT00H | Funding Source:<br>9229100092 |
| **FOR HR USE ONLY:**<br>FLSA Overtime Exemption:<br>☐ Exempt  ☒ Nonexempt | Exemption Type: | |

## 2. Job Summary

Assist University community with University Information and computing needs via phone, email, and other communication methods. 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. These services include and are not limited to providing direct support for core campus technology services such as: account support, hardware and software support, email support, and campus connectivity issues. 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 be considered essential university staff.
This position has the potential to be staffed 24-hour-a-day/7-day-a-week.

## 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 |
|---|---|---|
| **Device and Account Support**<br>Diagnose and resolve issues on various computers, tablets, and mobile devices including software, operating systems, and facilitating hardware repair where available.<br>Provide desktop support (remote and onsite) for departments who have contracts with UN ITS.<br>Install or replace equipment for departments as requested.<br>Assist with software installations and upgrades (remote and onsite)<br>Provide tier one support for other teams in UN ITS including networking, systems, security and datacenter operations.<br>Resolve issues with University account logins (remote and onsite), escalate account issues as needed to the appropriate teams. | **30%** | **Yes** |
| **ITS Incident Tracking and Monitoring.**<br>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 base on enterprise tools including incident tickets, security tools/events, and system monitoring tools. | **30%** | **Yes** |

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

| | | |
|---|---|---|
| **General Information**<br>Answer incoming calls for UN ITS and the University.<br>Transfer calls to the appropriate University area and direct these questions as appropriate.<br>Provide basic phone services for the University. | **10%** | **Yes** |
| **E-Mail Support**<br>Diagnose problems to resolve calls concerning e-mail.<br>Resolve questions on e-mail delivery for the campus e-mail systems.<br>Resolve questions on the configuration and use of supported e-mail clients.<br>Coordinate with UN ITS and University staff analyzing e-mail issues. | **10%** | **Yes** |
| **Documentation**<br>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. | **10%** | **Yes** |
| **Other Duties as Assigned**<br>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. | **10%** | **Yes** |

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

### A1. 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.

### A2. Nature/Complexity of Work

Vital team member contributing in day-to-day planning, development, documentation, and on-going support for the campus community including faculty, staff and students.  This includes providing direct support for core campus technology services such as: account support, hardware and software support, email support, and campus connectivity issues.

### 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 diploma; equivalency considered
Associate's degree in technology or related field; preferred

B. YEARS & TYPE OF EXPERIENCE:

Two years 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 and/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 wireless network connectivity procedures; 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 | ☒ | ☐ | ☐ |
| Stand | ☒ | ☐ | ☐ |
| Walk | ☒ | ☐ | ☐ |
| Drive Motor Vehicle | ☒ | ☐ | ☐ |

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 then 2 hrs / day) | Frequently (2-4 hrs / day) | Continually (5 hrs / day) |
|---|---|---|---|
| Squatting | ☒ | ☐ | ☐ |
| Bending | ☒ | ☐ | ☐ |
| Kneeling | ☒ | ☐ | ☐ |
| Reaching | ☒ | ☐ | ☐ |
| > Overhead | ☒ | ☐ | ☐ |
| > Forward | ☒ | ☐ | ☐ |
| > Low | ☒ | ☐ | ☐ |
| Twisting | ☒ | ☐ | ☐ |
| Crawling | ☒ | ☐ | ☐ |
| Climbing | ☒ | ☐ | ☐ |
| > Ladder | ☐ | ☐ | ☐ |
| > Stairs | ☒ | ☐ | ☐ |
| > Other | ☒ | ☐ | ☐ |

### 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 then 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 | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| 25 – 49 lbs | ☒ | ☒ | ☒ | ☒ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| 50 – 74 lbs | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| 75 – 100 lbs | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| * Over 110 lbs | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

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 | ☐ | ☐ | ☒ |
| Pipefitting | ☐ | ☐ | ☐ |
| Other Explain: | ☐ | ☐ | ☐ |

## F. PATIENT CARE AND RESEARCH JOB

| Does this job entail: | No | If Yes, Explain |
|---|---|---|
| Exposure to biohazard materials | ☒ | |
| 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 | ☒ | |