

Job Description

Please check one of the following:

- New
 Update
 Advancement within same zone
 Promotion to Higher Zone
 Other

1. General Information

Date: 11/16/2018	Working Job Title: Technical Consultant II	Position #: 61506
Employee Name: T.B.A.	Title Code: 49302303	Department Name: Information Technology Services
SAP Personnel #: T.B.A.	Job Family: IT	SAP Organization Unit #: 50010176
Name of Supervisor: T.B.A.	Job Family Zone: Associate	<input type="checkbox"/> O/S <input checked="" type="checkbox"/> M/P
Position # of Supervisor: 62604	Zone Code: IT10H	Funding Source: 4342530100 (50%) / 4342550400 (25%) / 4242010100 (25%)
FOR HR USE ONLY:		
FLSA Overtime Exemption: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	Exemption Type:	

2. Job Summary

Assist university community and partnered areas with exemplary support through the utilization and promotion of industry standard tools. This position will participate in and organize research and testing 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, 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.

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	40%	X
Writing reports, documentation of processes and tracking of inventory as well as consulting with and training of clients	10%	X
Organizing and/or participating in research and testing of new technologies	10%	X
Provide advice on hardware purchases and software licensing	10%	X
Manages the provision 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%	X

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.

B. Problem Solving / Decision Making

Responsible for making decisions affecting the requirements, design and support of unit-wide managed services. They must be able to make informed decisions regarding the direction and priorities of customer services. 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. Have the ability to 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

Critical strategic impact on the operation of the units since the hardware and software for faculty and in classrooms must function or services cease.

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

A. LEVEL OF EDUCATION:

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

B. YEARS & TYPE OF EXPERIENCE:

Three years of experience with desktop and/or helpdesk support; required

C. SPECIAL TRAINING / CERTIFICATION / LICENSURE:

D. SPECIAL KNOWLEDGE, SKILLS OR ABILITIES:

Thorough knowledge and experience with Microsoft Windows and/or Apple macOS operating systems, software application administration, and hardware; required
 Experience with direct customer support in face-to-face and/or remotely; required
 Strong communication skills, both written and oral; required
 Ability to work cooperatively and autonomously on tasks and projects; required
 Ability to multi-task and manage competing priorities and duties; required
 Strong organizational skills; necessary
 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 non-functioning computer equipment. Work outside of normal business hours may 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 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 type="checkbox"/>	<input type="text"/>
Exposure to blood/bodily fluids	<input type="checkbox"/>	<input type="text"/>
Potential exposure to blood/bodily fluids	<input type="checkbox"/>	<input type="text"/>
Wearing hearing protection apparatus	<input type="checkbox"/>	<input type="text"/>
Working with laboratory animals	<input type="checkbox"/>	<input type="text"/>
Exposure to chemical hazards	<input type="checkbox"/>	<input type="text"/>
Wearing protective clothing	<input type="checkbox"/>	<input type="text"/>