

Job Description

Please check one of the following:

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

1. General Information

Date: 9/9/2019	Working Job Title: Technical Support Specialist	Position #: 64576
Employee Name: T.B.A.	Title Code: 49303307	Department Name: Information Technology Services
SAP Personnel #: T.B.A.	Job Family: IT	SAP Organization Unit #: 50010176
Name of Supervisor: Jason Leichner	Job Family Zone: Specialist	<input type="checkbox"/> O/S <input checked="" type="checkbox"/> M/P
Position # of Supervisor: 62604	Zone Code: IT20S	Funding Source: 9129070040 (50%) / 9229070040 (50%)
FOR HR USE ONLY:		
FLSA Overtime Exemption: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Exemption Type:	

2. Job Summary

The Technical Support Specialist's role is to ensure proper computer operations so that the clients can accomplish organizational tasks and goals. This includes receiving, prioritizing, documenting and actively resolving end user help requests. Problem resolution may involve the use of diagnostics and help request tracking tools, as well as require that the individual give hands-on help at the desktop and/or remote support. Responsible for the oversight of IT support in a designated area while providing necessary maintenance, installation and troubleshooting of specialized software, peripherals and other proprietary technology equipment.

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 technology in assigned areas.	20%	*
Create documentation of processes and tracking of inventory.	5%	
Research and test new technologies prior to implementation and develop and maintain technology manuals for each.	10%	
Provide guidance on hardware purchases and software licensing.	5%	
Manage the provision of reliable high-quality technology in support of the unit's academic, administrative and research goals. (inc. the reporting and analysis of customer services metrics).	10%	
Provide specialized application support for essential campus areas.	20%	*
Provide off-hours support for critical campus functions/areas.	20%	*
Consult with and train clients on IT functions (inc. IT onboarding)	5%	
Provide IT project management for assigned areas.	5%	
<i>The above list of job duties is not exclusive and the incumbent will be required to undertake such tasks as may reasonably be expected within the scope and classification of the position.</i>		

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

A. Knowledge, skills and abilities

Must have the skill and ability to logically solve computer problems. Knowledge and experience of various computer architectures and their respective operating systems. Position will be expected to work irregular hours. 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

Regularly displays independent problem solving with complex computer problems.

C. Interactions

Daily interaction with Faculty, Staff, Students and Co-workers.

D. Nature of Supervision

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

E. Impact

In assessing software and hardware solutions, this person makes recommendations to the clients that impact departmental funds and efficiencies.

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

A. LEVEL OF EDUCATION:

Bachelor's degree in technology or IT 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
 Experienced with technology research and development and procurement; preferred
 Experience with managing vendor interaction; preferred

6. Physical Requirements

1. GENERAL INFORMATION

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

Long hours of computer work may cause computer-related ailments, such as eyestrain, back pain, etc. Position will be expected to work irregular hours including evening and weekend hours.

2. GENERAL PHYSICAL REQUIREMENTS Indicate the appropriate response for an eight hour day:

	Fill in the appropriate number of hours (0-8) Maximum is 8	Indicate intermittent or constant:	
		Intermittent	Constant
Sit	6	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stand	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Drive Motor Vehicle		<input type="checkbox"/>	<input type="checkbox"/>

Explain:

3. THIS JOB REQUIRES:

	Occasionally (less than 2 hrs / day)	Between 2-4 hrs / day	Over 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"/>

4. THIS JOB REQUIRED EMPLOYEE TO:

Indicate in appropriate space: L = LIFT C = CARRY P = PUSH PL = PULL

	Less than 2 hrs / day				Up to 2 hrs / day				Between 2-5 hrs / day				Over 5 hrs / day			
	L	C	P	PL	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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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.

5. 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"/>

6. 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"/>