General Information

<table>
<thead>
<tr>
<th>Working Job Title: Customer Service/Service Desk Coordinator</th>
<th>Job Family: Information Technology (IT)</th>
<th>Job Family Zone: Information Specialist</th>
</tr>
</thead>
<tbody>
<tr>
<td>49303307 – Help Desk Specialist</td>
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<tr>
<td>Position Number:</td>
<td>Department Name: Computing Services Network</td>
<td>SAP Organization Unit Number:</td>
</tr>
<tr>
<td>Employee’s Name:</td>
<td>Date of Last Update: 11/2015</td>
<td>Title of Supervisor: Director of IT Strategic Planning, Portfolio Mgmt &amp; Marketing</td>
</tr>
<tr>
<td>SAP Personnel #:</td>
<td>Last Updated By: Kimberly Harper</td>
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Position Summary

Coordinate the staffing and client services/support function which provides appropriate and timely service to the day-to-day needs of the University of Nebraska Computing Services Network (UNCSN) as a member in the Customer Support Team. This position is responsible for providing direct supervision over Service Desk staff members; arranging work schedules and coverage for the Service Desk; assisting other Team Leads in tracking and resolving service tickets; follow-up and verify Service Desk customer contact and question resolution. This position is also a first point of contact to University of Nebraska, Network Nebraska, and State College employees needing IT assistance.

Duties & Responsibilities

Indicate % of time spent and indicate with an “X” the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.

**Coordinate and oversee the functions of the Service Desk:**
Manage incoming calls, e-mails, and personnel requests for technical support and provide 1st level customer support for desktop, software, and University-wide application related incidents/service requests. Escalate more involved incidents/service requests to the appropriate Tier 2 and Tier 3 support teams.

- **System First Level Support:**
  - TrueYou
  - Firefly/SAP
  - Planview
  - PeopleSoft
  - NTouch
  - TSO/RACF
  - Nulook/MyNulook
  - Office 365 basic troubleshooting
  - Desktop Support backup
  - Security
  - rDNS First level support

- **Oversee other Misc. tasks at the service desk:**
  - SAP/Payroll Calendar
  - Yearly Calendar
  - Org Chart
  - CD/DVD Burning
  - New Staff Member Photos
  - Backup to front desk – News, Phones, Packages, Walk-ins

<table>
<thead>
<tr>
<th>% of Time</th>
<th>Essential Functions</th>
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<tbody>
<tr>
<td>60</td>
<td>X</td>
</tr>
</tbody>
</table>
Plotter Printer Support
CSN Equipment Checkout - Laptop/Tablet/netbook/AV setup for checkout
Conference Room Support

iSupport System Coordinator
Update weekly/monthly statistical reports
Development and documentation
Administration of iSupport
Coordinate system upgrades with PC Server and Advanced Systems Team
Test new system functionality for potential upgrades.
Assist in configuring, testing, monitoring, and enhancement development

WADM Testing/ QA and CSN Support
Participate in project planning and web application development to ensure transition from development is successful and final product meets objectives.

Organizational Activities and Projects
Work on other duties as assigned to include, but not limited to, CSN administrator for One Call Now; Meeting Participation: Campus Wide Helpdesk Meeting Coordinator, IDM/Service Desk Meeting Coordinator, Security Meeting, Change Control (CSN);
Facility work within CSN; Prepare special reports, reviews and recommendations as requested; Represent team and organization on task forces and committees and other duties as assigned; Engage in personal and professional development related to emerging technologies relevant to professional goals and university needs. Attend training sessions, conferences and workshops to increase knowledge in web design, front end development, project management and other applicable skills such as communication and leadership.

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Nature/Complexity of Work
The Service Desk Coordinator is a vital team member contributing in day-to-day planning, development, implementation and on-going support of the service desk. The position requires an individual that works with considerable independence, initiative, and exercises sound judgment in prioritizing tasks and accomplishing IT functions and objectives. Appropriate communication, complete and accurate logging and maintenance of all requests, and follow-up within a prescribed time period are the most important factors in this job.

Problem Solving/Decision-making
Position requires experience in problem solving and troubleshooting PC/Laptop/Printer, hardware and software issues.
This position is responsible for managing the customer service knowledge library, prescribing actions and recommending decisions with the assistance of some established guidelines and instructions from other CSN staff. Many tasks require analytical skills and problem solving abilities that draw upon experience and creativity.

Strategic Impact
Errors reflect unfavorably on the individual, functional area, overall business operations, and potentially other functional areas. The duties and responsibilities of this job have discernible impact to the character of the UNCSN Service Desk and have the ability to affect its long-term success.

Know How
In addition to Minimum Qualifications this position requires the ability to work with multiple priorities, excellent organization skills, and competence in working as a member of a diverse service team demonstrating exceptional analytical and interpersonal skills. Demonstrated experience in creating and troubleshooting enterprise services that necessitates the understanding of the complex interactions among applications is essential. A keen understanding of application and data security issues surrounding such an environment is preferred. Excellent verbal and written communications skills are required. Must have ability to deal with complex concepts and details. Must be a fast, self-starter with strong people skills. Knowledge of the University of Nebraska is beneficial.
Technical Know How
Knowledge and experience in the Microsoft Office suite of desktop programs, Microsoft Outlook/Exchange, Apple products, Adobe Acrobat, and PC/Macintosh operating systems required. Knowledge of Incident Management Software and ITIL is beneficial. Ability to troubleshoot PC and Macintosh operation system issues and the interaction with supported applications. Experience with troubleshooting SSL VPN/Cisco VPN connection issues.

Interactions
Interactions are required with team members, departmental peers and UNCSN customers; communication required with technical and business administrative areas; ability to interact clearly and promptly with customers is required on a frequent basis. Must have the ability to work as a member of a team, as well as independently, in a complex higher education environment, and with respect for confidential and sensitive information.

Leadership
Team members are expected to be able to successfully manage their work assignments and use two-way communication with the rest of the team. Individuals are also occasionally asked to represent the interests of the team on department-wide projects. Team members will be able to speak with confidence and familiarity about University hardware and software, advocate new ideas, identify risks, set an example for coworkers, and empower associates to make decisions. One must be able to work with others in both positive and negative circumstances using tact when expressing ideas/opinions or responding to objections or adversity.

Supervision
This position provides direct supervision over other Service Desk staff; assists in managing schedules and monitoring the progress or work tasks; leads the service desk recruitment efforts and performance management activities. This position receives indirect Supervision from the Director of IT Strategic Planning, Portfolio Mgmt & Marketing.

Minimum Qualifications (LEVEL OF EDUCATION, YEARS & TYPE OF EXPERIENCE)
This position requires Bachelor’s Degree and at least 5 years’ experience in Help Desk or IT Customer Support position that involved troubleshooting technical issues. Excellent customer service, telephone support, and communication skills are required. Experience with Microsoft OS, Office/Exchange, email, Internet/ Web, and Apple products is recommended. Knowledge of the ITIL methodology, change management processes and risk management processes is desired. Operating systems and IT hardware certifications can be beneficial but are not necessary. Supervisory experience preferred. Equivalent combination of education and experience that provides the required knowledge, skills, and abilities may be considered.

Physical Requirements
1. General Physical Requirements Indicate the appropriate response for an eight hour day:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Circle the appropriate number of hours</th>
<th>Indicate intermittent or constant</th>
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</thead>
<tbody>
<tr>
<td>Sit</td>
<td>0 1 2 3 4 5 6 7 8</td>
<td>Intermittent  Constant</td>
</tr>
<tr>
<td>Stand</td>
<td>0 1 2 3 4 5 6 7 8</td>
<td>x</td>
</tr>
<tr>
<td>Walk</td>
<td>0 1 2 3 4 5 6 7 8</td>
<td>x</td>
</tr>
<tr>
<td>Drive Motor</td>
<td>0 1 2 3 4 5 6 7 8</td>
<td>x</td>
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Explain Occasionally driving as required.

2. THIS POSITION REQUIRES:

Squatting
Bending
Kneeling
Reaching
  ➢ Overhead
  ➢ Forward
  ➢ Low
Twisting

Occasionally (less than 2 hrs daily) Between 2 - 5 hrs daily Over 5 hrs daily
Crawling x
Climbing
- Ladder x
- Stairs x
- Other x
Walking on rough ground
Exposure to changes of temperature/humidity
Exposure to dust/fumes/gases/chemicals
Being near moving machinery
Working from heights

3. THIS POSITION REQUIRES EMPLOYEE TO:

<table>
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<tr>
<th>Indicate letter in appropriate Space:</th>
<th>LIFT=L</th>
<th>CARRY=C</th>
<th>PUSH=P</th>
<th>PULL-PL</th>
</tr>
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<tbody>
<tr>
<td>Less than 2 hrs daily</td>
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<tr>
<td>Up to 2 hrs daily</td>
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<tr>
<td>Between 2-5 hrs daily</td>
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<tr>
<td>Over 5 hrs daily</td>
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<tr>
<td>11 - 24 lbs</td>
<td>L C P PL</td>
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<tr>
<td>25 - 49 lbs</td>
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<tr>
<td>50 - 74 lbs</td>
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<tr>
<td>75 - 100 lbs</td>
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<tr>
<td>* Over 100 lbs</td>
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* If the position requires the employee to handle over 50 lbs - please explain

4. POSITION REQUIRES USE OF HANDS OR SPECIAL TOOLS/EQUIPMENT FOR:

<table>
<thead>
<tr>
<th>RIGHT</th>
<th>LEFT</th>
<th>BOTH</th>
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<tbody>
<tr>
<td>Keyboarding</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

Other Explain: Operation of a computer mouse and other IT equipment.

5. THIS POSITION REQUIRES ATTENDANCE AT THE WORKPLACE

Job Family Zone Questionnaire

In Each Section, please select one answer that best describes your job:

Knowledge Skills and Abilities:

- Requires the ability to understand and apply basic job skills, knowledge of several work routines and the ability to apply such routines with minimal interpretation. May possess knowledge of other, related work activities within own functional area. May require the operation of routine equipment/tools. [1]

- Requires the ability to understand, interpret, apply and communicate information within a specialization and the ability to apply limited analysis in the completion of general functional procedures. May possess knowledge of work activities outside functional area. May require the operation of moderately complex equipment/tools. [2]

- Requires the ability to utilize advanced information within a specialization. Within specialization, possesses the ability to assess/analyze situations and make adjustments to achieve desired objectives. Possesses knowledge of work activities outside functional area. May require the operation of complex equipment/tools. [3A]

- Requires the ability to apply, integrate and communicate extensive theoretical information within a recognized professional field. Facilitates and/ or establishes the achievement of functional area objectives. Requires knowledge of all related functional areas. May require the operation of highly complex equipment/tools. [3B]

- Integrates extensive theories and techniques within related or diverse disciplines to achieve results and/ or establish overall strategic directions. Requires wide-ranging administrative and/or specialized knowledge. May require the operation of highly complex equipment/tools. [4]

Problem Solving/Decision-making:

- Decisions/problem resolutions are repetitive and simple and typically guided by standard operating policies and procedures/practices exist. Tasks are clear and specific to a single discipline. [1]
Decisions/problem resolutions require gathering/reviewing information from several sources. Simple analysis of facts determines course of action to be taken within the limits of standard operating policies and procedures/practices. Tasks are varied and may cross several disciplines. [2A]

Decisions/problem resolutions require interpretation, discretion and judgment based on precedent or standard operating policies and procedures. Tasks are diversified and may require some creativity in dealing with unprecedented activities. [2B]

Decisions/problem resolutions require synthesis/analysis in the use of theories and accepted principles. Programs/projects are governed by broad objectives, policies and/or theories. Requires the use of creativity in dealing with unprecedented activities. [3]

Decisions/problem resolutions require analysis and evaluation of major issues and courses of action impacting the overall direction of the functional area(s). Applies broad concepts and experience in making important decisions. May develop recommendations influencing long-term policies related to major organizational plans. [4]

Interactions:
Regular contact involves receiving and/or referring inquiries as well as giving or obtaining routine information relating to work being done. Requires the use of common business courtesy. [1]

Regular contact that involves giving or obtaining information as well as occasionally exchanging advice and opinions. Requires the use of common business courtesy, tact, discretion and some persuasion to maintain cooperative associations. [2]

Regular contact that involves exchanging advice and opinions as well as occasionally conveying conceptual ideas of a critical and/or long-range nature. Requires the use of judgment, timing, and persuasion to gain cooperation in the face of differences of opinion or controversy. [3]

Regular contact with major Programs/Teams or individuals. Overriding job requirement involves conveying conceptual ideas regarding matters of critical and long-range nature. Significant requirement for diplomacy, timing, and persuasion to gain concurrence or cooperation on operational issues in the face of significant differences of opinion or controversy. [4]

Supervision Received:
Supervised by procedures or by supervisor through periodic monitoring of progress and performance. May have latitude to determine sequence of own work tasks to meet clearly established schedules. [1]

Supervision by procedures or by supervisor through periodic monitoring of progress and performance. Determines sequence of own work tasks to meet established objectives. [2A]

General direction by supervisor by checking on completed tasks. Establishes own work schedule to achieve program objectives. Makes recommendations to superior regarding efficient functioning of program. [2B]

Responsible for conducting specialized assignments or developing programs under only general direction and guidance. [3]

Extensive latitude to work independently in matters that have a broad effect on overall policies, programs and/or areas of specialization. [4]

Supervision Exercised:
May provide incidental guidance to others. [1]

Provides functional supervision that is usually limited to assigning/reviewing work or may serve as work team leader. [2A]

Serves as work team leader. Distributes, schedules, and monitors the progress or work tasks of the program or project. May be involved in the recommendation of personnel actions to manager. [2B]

Supervises the work of a project or program that may include hiring, discipline, transfers, promotions, or salary changes within a functional area. May integrate work of two or more programs or one major function/or project. [3]

Establishes performance standards for designated programs and/or areas of specialization. Directs staff to include hiring, discipline, transfers, promotions, and salary changes. [4]
Impact:

_____ Actions and decisions in this job are limited to the scope of the job, which primarily affect the immediate work group, but occasionally may extend beyond the immediate work group. Errors reflect unfavorably on the individual and may have an adverse impact on the functional area. [1]

_____ Actions and decisions in this job have an impact which affects the immediate work group and also extends beyond the immediate functional area. Errors reflect unfavorably on the individual and the functional area.[2]

X ____ Actions and decisions in this job have discernible impact to the short-term performance of the Program/Team and exerts some impact to its long-term success. Errors reflect unfavorably on the individual, the functional area, overall business operations and potentially other functional areas. [3A]

_____ Actions and decisions in this job have significant impact to the short-term performance of the Program/Team and exert an impact to its long-term success. The job exerts a considerable impact on decisions and final results typically affecting either an entire functional area or a major university activity; and may have unique accountability for financial and program or project objectives. Errors effect business operations, services and other individuals which may require special interventions to correct. [3B]

_____ Actions and decisions in this job exert broad and continuing impact on the future of one or more functional areas. The job exerts a major impact on decisions and final results affecting a major university activity; and/or has accountability for financial and program/project objectives and overall successes. Errors significantly interrupt business operations, services and potentially both internal and external constituents. [4]

Summary: Zone Assignment= Assistant

Authorization: Name: Date:
Human Resources Sheryl Gartner 1/26/2012

Administrator: