

Sul Ross State University Position Description

Official Title: Technical Support Specialist II **Salary Group:** Unclassified 2
Job Code: 3808

Summary

Function: The Technical Support Specialist delivers OIT customer support by assisting with troubleshooting and maintaining IT equipment including but not limited to computers, printers, scanners, projectors, etc. and other administrative and classroom technology. The position reports to the Director of Customer Service and closely works with the helpdesk.

Duties

Essential: Maintain responsible use of hardware, software, peripheral equipment, tools, and test equipment; install, service and support computers, peripherals and multimedia systems; support standardized software and hardware installation, including training and troubleshooting; maintain and manage the desktop database application; prepare detailed, accurate, and timely support documentation where required, including trouble tickets; assist other teams within the Office of Information Technology; maintain procedures and policies to ensure the security and integrity of systems/networks; assist in the implementation of institutionally appropriate and effective risk management plans; engage in personal education and training to maintain a high degree of technical competency to facilitate and maintain the proper selection and implementation of varied technologies; provide user application support and training, prepare and distribute written communication to appropriate information technology services teams for support, development and training; and communicates to the team leader, end user issues and concerns. Responsible for personal safety and the safety of others; must exercise due caution and practice safe work habits at all times. Other duties as assigned by supervisor of rank and file.

Supervision

Received: Reports to Director of Customer Service

Given: Student Assistants

Education

Required: Associates Degree in Information technology

Preferred: Bachelor's degree (or higher)

Experience

Required: Working knowledge of computer systems and software support, preferably in a higher education environment; excellent communication skills

Preferred: Knowledge with both PC and Mac platforms

Equipment/Skills

Required:

Preferred:

Working Conditions

Usual: Position is Security Sensitive.

Special: On occasion may be required to work outside of normal scheduled ours including on call responsibilities.

Any qualifications to be considered in lieu of stated minimums require the prior approval of the Human Resources Director.

Date revised: June 2014