Sul Ross State University
Position Description

Official Title: Technical Support RGC   **Salary Group**: Unclassified 2
Job Code: 5413

Summary
Function: Provides varied direct support to the end users of information technology systems and services. Actively works to troubleshoot complex problems related to hardware and software; provides user application support and training; directs users to appropriate information technology services teams for support, development and training; and communicates to the team leader end user issues and concerns.

Scope:

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 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.

Non-Essential: Performs additional job related duties and responsibilities as requested.

Supervision
Received: Reports to Team Leader

Given: Student Assistants

Education
Required: Completion of High School or GED

Preferred: Bachelor's degree or some college and/or technical short courses and seminar relating to computing and telecommunications.

Experience
Required: Three years experience in information technology systems support

Any equivalent combination of experience, education and training may substitute for these requirements.

Equipment/Skills

Required: Outstanding customer service skills; knowledge of modern computing, networking and communications systems; knowledge of PC troubleshooting protocols and methodologies; ability to

organize and work effectively with an understanding or organizational policies and activities; ability to sit, reach, sort, file, type, write by hand, operate a personal computer and perform data entry while performing essential functions; proficient in communication, both oral and written, ability to lift, hold and carry approximately 50 pounds.

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: October, 2007