

UNIVERSITY OF ARIZONA  
DEPARTMENT OF HUMAN RESOURCES  
CLASSIFIED STAFF EMPLOYEE JOB DESCRIPTIONS

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**JOB CODE:** 73090

**TITLE:** IT Support Center Specialist

**IT PAY BAND:** B07

**FLSA:** Non-Exempt

**Purpose of Classification:**

In an environment that operates twenty-four hours a day, seven days a week, provides technical support, training and guidance to the campus community regarding the use, maintenance, and repair of a wide variety of computer hardware, software and network connectivity technology, including installation, configuration, testing and problem resolution. Contributes to cross-functional team projects.

**Distinguishing Characteristics:**

This is the first in a series of two classifications. It is distinguished from the IT Support Specialist, Senior which trains and coaches employees and leads assigned projects.

**Example of Duties:**

- Receives and prioritizes incoming telephone, voicemail, email and in-person requests for assistance from users experiencing problems with hardware, software, networking and other computing-related technologies.
- Evaluates and resolves client computing issues in-person and remotely; corrects routine problems by recommending and assisting with minor repairs to equipment and/or entering specialized commands or data into systems. Contacts appropriate resources for additional assistance.
- Logs and tracks calls using a specialized database, and maintains history records and related documentation.
- Writes, updates and/or reviews detailed client documentation and manuals for software applications, network configurations and hardware settings.
- Installs and/or assists in the installation and configuration of software and hardware.
- Trains and guides campus community members in the use of technology.
- Writes on-line announcements to notify customers of system changes or issues, security alerts and new software/hardware releases.
- Monitors on-line forums and web pages for content accuracy and usability. Recommends changes as necessary.
- Trains and coaches student workers.

**Knowledge, Skills and Abilities:**

- Knowledge of computer networks and remote troubleshooting techniques..
- Skill in troubleshooting, repairing, configuring and administering systems in a domain or workgroup environment.

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- Skill in providing information technology related customer service and training to users with varying levels of technical expertise.
- Skill in analyzing computer hardware and software problems.
- Skill in working as part of a team.
- Skill in time management and in dealing with multiple priorities.
- Ability to effectively communicate verbally and in writing.

**Minimum Qualifications:**

- Three years of hardware/software experience in area of assignment, including one year of experience providing IT customer support services; OR
- Associate's degree in Management Information Systems, Computer Information Technology or related field AND two years of hardware/software experience in area of assignment including one year of experience providing IT customer support services; OR,
- Any equivalent combination of experience, training and/or education.

This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities of any particular position. Essential functions and overtime eligibility may vary based on the specific tasks assigned to the position.

Prepared: 05/01/09