

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

JOB CODE: 73091

TITLE: IT Support Center Specialist, Senior

IT PAY BAND: B08

FLSA: Non-Exempt

Purpose of Classification:

Trains and coaches support center employees and student workers. Leads assigned customer service and process-improvement cross-functional projects. In an environment that operates twenty-four hours a day, seven days a week, provides advanced technical support, training and guidance to the campus community regarding the use, maintenance, and repair of computer technology. May install, configure, test and resolve problems with computer hardware, software and networks.

Distinguishing Characteristics:

This is the second in a series of two classifications. It is distinguished from the IT Support Center Specialist which provides technical support, training and guidance to the campus community.

Example of Duties:

- Trains, coaches and provides technical expertise to support center employees and student workers. Acts as a resource to IT Support Center Specialists.
- Leads assigned cross-functional team projects
- Identifies policies, procedures and work flows needing improvement and recommends solutions.
- Researches emerging technologies which may require user support and recommends updated procedures.
- 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. Logs and tracks calls using problem management database, and maintains history records and related documentation.
- Evaluates and resolves client computing issues in-person and remotely; corrects problems by recommending and assisting with minor repairs to equipment and/or entering specialized commands or data into systems.
- 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.
- May write on-line announcements to notify customers of system changes or issues, security alerts and new software/hardware releases. May monitor on-line forums and web pages for content accuracy and usability.

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Knowledge, Skills and Abilities:

- Comprehensive knowledge of computer networks and remote troubleshooting techniques.
- Skill in training and coaching others.
- Skill in leading projects.
- Skill in troubleshooting, repairing, configuring and administering systems in a domain or workgroup environment.
- Skill in providing information technology related customer service 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:

- Four years of hardware/software experience in area of assignment including two years of experience providing IT customer support services; OR
- Associate's degree in Management Information Systems, Computer Information Technology or related field AND three years of hardware/software experience in area of assignment including two years 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