

# Sul Ross State University

## Position Description

**Official Title:** Technical Support Specialist I

**Salary Group:** 9

**Job Code:** 5809

### Summary

Function: Provides varied tasks relating to the direct support of end users of information technology systems and services. Actively works to troubleshoot 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 desktop computers, peripherals and multimedia systems; support standardized software installation, including training and troubleshooting; 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; engages in personal education and training, and staff development activities to maintain a high degree of technical competency; provides user application support and training; direct users to appropriate information technology services teams for support, development and training; and communicates to the team leader, end user issues and concerns; may be required to work a flexible schedule, including nights, weekends and holidays and may include scheduled on-call responsibilities.

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

### Supervision

Received: Reports to the Director of Customer Service.

Given: Student Assistants.

### Education

Required: Completion of high school or GED.

Preferred: Some college and technical short courses and seminars relating to computing and telecommunications.

### Experience

Required: One year experience in information technology systems support.

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

### Equipment/Skills

Required: Knowledge of modern computing, networking and communications systems; ability to organize and work effectively with an understanding of organizational policies and activities; proficient in communication, both oral and written; ability to lift, hold and carry approximately 50 pounds; ability to establish and maintain effective work relationships with students, faculty, staff and the public; ability to respond to emergency situations in a timely manner; ability to distinguish the nature of objects by using the eye.

Preferred:

**Working Conditions**

Usual: Position is Security Sensitive.

Special:

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

Date revised: June 2014