



**DATE ISSUED:** 09/05  
**FLSA:** Non-Exempt  
**PTO:** COVS

## **JOB DESCRIPTION**

### **TITLE**

Support Specialist I

### **JOB SUMMARY**

Provides varied tasks relating to the direct support of end users of information technology systems and services. The support specialist I actively works to trouble shoot problems related to hardware and software; direct users to appropriate information technology services teams for support, development and training; and communicates to the team director end user issues and concerns. Work is performed under supervision of the Team Director and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* Team Director

*Supervises:* No supervisory responsibilities

### **PRIMARY DUTIES - May include, but not limited to the following:**

Maintains responsible use of hardware, software, peripheral equipment, tools and test equipment.

Installs, service and support desktop systems.

Supports standardized software installation, including training and troubleshooting.

Assists other teams within Information Technology Services.

Maintains procedures and policies to ensure the security and integrity of systems/networks.

Assists in the implementation of institutionally appropriate and effective disaster recovery plans.

May be required to work a flexible schedule, including nights, weekends and holidays.

### **ADDITIONAL DUTIES**

Performs other duties as requested.

## **EDUCATION**

High school diploma or equivalent required. Some college and technical short courses and seminars relating to computing and telecommunications preferred.

## **EXPERIENCE**

One year experience in information technology systems.

## **KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

Knowledge of modern computing, networking and communications systems.

Working knowledge of office practices and methods.

Ability to perform mathematical calculations and/or verify information accurately.

Ability to use a personal computer and other office equipment.

Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.

Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Ability to communicate effectively orally, by phone, in person, and in writing.

Ability to represent the department and University in a friendly, courteous, and professional manner.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. May be required to sit for long periods of time. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. May be required to lift or move 25+ pounds.

## **WORK ENVIRONMENT**

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate.

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**SAFETY**

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

***Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran’s status, or against qualified disabled persons.***

***All positions at Texas Woman’s University are deemed security sensitive requiring background checks.***