



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

JOB DESCRIPTION

TITLE

Support Specialist II

JOB SUMMARY

Provides varied tasks relating to the direct support of end users of information technology systems and services. The support specialist II actively works to trouble shoot problems related to desktop 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. The Support Specialist II provides technical assistance to systems engineers in the support of inter-networking systems or provides extensive specialized training. Work is performed under general supervision 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, services and supports 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 preferred and technical short courses and seminars relating to computing and telecommunications.

EXPERIENCE

Three years 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 coordinate work with other employees, providing direct instruction or supervision as assigned.

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.

Ability to use a personal computer and other office equipment.

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; clean; sit; sort; hold; squat; stoop; stand; twist the body; walk; and write walk; use hands to finger; handle, or feel objects, tools or controls; reach with hands and arms; talk or hear. The employee must have the ability to occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include ability to distinguish the nature of objects by using the eye.

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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. The employee may be required to travel. Daily exposure to PCs and networks. May move heavy equipment and boxes. May require long hours and weekends.

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.