



JOB TITLE: USER SUPPORT TECHNICIAN

Classification: Classified
Salary Range: 37

Retirement Type: PERS*
Revised/Board Approved: October 18, 2004

BASIC FUNCTION:

Under the direction of the business systems analyst and general supervision of division management, the user support technician enters and verifies data, installs, configures and maintains workstation operating systems; installs and configures client and office support software; tailors workstation communications software and provides "on the job" training support to users.

REPRESENTATIVE DUTIES:

Assist other information technology support staff in systems usage, writing and debugging UNIX shell programs.

Communicate with affected persons about any problems and unusual results from scheduled job runs, and keep the Help Desk informed of problems.

Install and maintain integrated systems software and applications and configure workstation operating systems.

Review, check and verify input documents to assure accuracy, completeness and compliance with established policies, procedures and standards of assigned office or department.

Code and enter data on a computer or terminal according to existing formats and guidelines; assist as requested in developing new fields, screens and formats.

Communicate with users regarding input documents, work schedules, output and report generation.

Load and download data and assure proper interface with personal computer applications; create back-up files as needed.

Train users on new and existing software.

Maintain software and hardware inventory for supported users.

Process a variety of computer production runs producing reports and queries.

Proof and balance report and summaries.

Provide support to the faculty by scanning, grading, and reporting student tests, surveys and evaluations.

Contribute to the efficiency of computing by performing regular monitoring of response times and workloads on the main computer, responding promptly ;to any abnormal alarm or condition within the system; perform remedial action; inform appropriate division staff of diagnostic information. Shut down power and restart all assigned systems as needed, and communicate special instructions and changes to standard procedures to other staff members.

Respond to requests and provide information to faculty and staff.

Ensure the accuracy of output by separating and checking any remaining job output produced the previous night.

Provide effective job scheduling by preparing and organizing the jobs to accomplish the night's work, submitting, executing, and printing all jobs required. Separate and verify the accuracy of output produced.

Perform related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Any combination equivalent to: graduation from high school or G.E.D and two years of experience installing and supporting personal computer software. An associate degree in a related field is preferred.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Microsoft and Unix operating systems, basic network principles, and e-mail client requirements

Personal computer office products including, but not limited to, Microsoft Office Suite (Word, Excel, PowerPoint and Outlook).

Reporting capacity for integrated systems software

Personal computer and workstations installation and support procedures.

Personal computer software installation and configuration techniques.

Abilities/Skills:

Apply the principles and concepts listed above under knowledge and abilities.

Train technology users.

Analyze and resolve problems and present a clear explanation of the events leading up to or contributing to the problem.

Communicate effectively, both orally and in writing.

Install, configure, and tailor personal computer based software.

Utilize office suite software for satisfying divisional and user documentation requirements.

Establish and maintain open lines of communications with the user community.

Track and satisfy in a timely manner user requests for services.

Develop and publish training manuals and technical bulletins.

Read, understand and follow technical and verbal technical instructions.

Manage multiple tasks concurrently and work with minimal direct supervision.

Be cognizant of and responsive to customer service needs.

WORKING CONDITIONS:

Standard office setting.

Extensive computer work –will look at a computer monitor for extended periods of time.

Lift and carry up to 25 lbs.

Move from one work area to another as needed.

May sit and stand for long periods of time.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.