

University of Houston – Clear Lake

Position Description

Job Title: **Technology Support Specialist 3**

Job Code: **3991**

Pay Grade: **004** FSLA: **EX**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Associate degree or hours towards a Bachelor degree in Computer Science, Information Systems or related field.	Bachelor degree in Computer Science, Information Systems or related field.
Experience	Three years of work experience in a customer service support environment assisting end users in a higher education setting and/or working with highly educated professionals with computing, media and/or networking issues.	Five years of work experience in a customer service support environment assisting end users in a higher education setting and/or working with highly educated professionals with computing, media and/or networking issues. Experience in the usage of one or more of the following is preferred: HEAT HelpDesk software, Crystal Report, writing custom queries and reports; Course Management System (CMS); Systems Management Server (SMS), Symantec Ghost, Microsoft Office and other common PC software, multimedia equipment, computers, and software in an educational environment for PCs/Macs; Creston control systems; Wireless networks
License/Certification	Certified Technology Specialist (CTS), Microsoft Office Specialist (MOS), and/or Microsoft Certified Technology Specialist (MCTS).	Microsoft Certified Trainer (MCT).

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

The Technology Support Specialist 3 provides senior level support, instruction and troubleshooting support to faculty, staff, students, and university affiliates via a variety of contact methods which includes but is not limited to: one-on-one meetings, telephone, web interaction, and chat. Primarily, the support involves supporting the software on the University Supported Software List, support of university servers from a user perspective, resolving home computing issues as they pertain to user interaction with university information technology assets, and point-of-use support of classroom technology. In addition to the Supported Software List, the position may need to support special software required by university departments or by authorized university special events. The position will also provide informational statuses to end-users on a variety of university information technology or business related processes. The Technology Support Specialist 3 assists with developing and delivering end-user training, maintaining informational websites, and developing end-user documentation. The position will assist with the production of periodic reports and assessment data and therefore must have a thorough knowledge of the report writing software in order to create/design reports on demand. The position assists with the follow-up of user calls to assure user satisfaction with the call conclusion. Position involves planning, advising, coordinating, evaluating, reviewing, investigating, trouble shooting, generating reports, briefings, managing, supervising, training, teaching, assessing, data and customer needs analyses, decision making, cost estimating. The position works independently with other UCT components and user offices to provide service and support. Will be able to determine/obtain all pertinent information/facts required for resolving user issues for resolution in Support Center or by other departments. The position will also work

independently to assess end user training needs and documentation requirements. Technology Support Specialist 3 will provide leadership and oversight to all lower level staff to ensure best response to customer request. The day and/or night shift positions will be responsible for opening/closing procedures/responsibilities included but not limited to voice mail, email, and front counter support. Hours will flex day and night shifts with rotating Saturday shift. Classroom specific: This position supports the University's Technology Enhanced Classrooms and Support Center activities related to common troubleshooting, wireless PC setup, maintenance, and classroom support. The position requires the working knowledge for handling day to day support of equipment and services provided by the Support Center. This position is also responsible for the "pushing" of images to remote computers, installing, maintaining, troubleshooting software, and maintaining software and hardware inventories deployed in the classrooms. Equipment to include but not limited to control systems, video conferencing systems, computers, projectors, laptops, and various types of video players.

Duties and responsibilities	% Time
Provide advanced user support with computing, media and/or networking issues (problem resolution, additional support consultation resources data entry). Provide technical support to users (at point-of-use, over phone, and/or in person), opens and tracks repairs and work orders for computing, media, networking systems, and/or products and services. Works scheduled and non-scheduled time at front counter including but not limited to start of semester, staff shortages, determination by supervisor, and when mentoring specialist. Analyzes and resolves the more complex computer programs or problems that cannot be resolved by less experienced Technology Support Specialist.	50
Maintain Support Center databases, report processing, generating reports, and inventory control of Support Center and classroom resources. Position involves planning, advising, coordinating, evaluating, reviewing, investigating, trouble shooting, generating reports, briefings, managing, supervising, training, teaching, assessing, data and customer needs analyses, decision making, cost estimating. Must be a team player and work with cross functional departments/groups to provide service and support. Performs other job-related duties as assigned.	20
Maintaining knowledge bases, Website, training material, and technical handouts.	15
Provide, develop courses, and coordinate the End User Training for faculty, staff and/or students one-on-one or in a formal classroom environment.	15

This position description describes the general qualifications, duties and responsibilities of work being performed.