

# University of Houston – Clear Lake

## Position Description

Job Title: **Support Center Coordinator**

Job Code: **4518**

Pay Grade: **150**

FSLA: **NE**

Location: **UHCL**

Retirement Program: **TRS**

### QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Associate's degree or equivalent of 60 hours of completed college level coursework or and equivalent combination of education and experience.	Bachelor's degree in Business Administration or Computer Science or equivalent.
Experience	One year work experience in a customer service support environment assisting end users with computer software and/or networking issues.	Two years work experience in a customer service support environment assisting end users with computer software and/or networking issues. Usage of the HEAT HelpDesk software and experience with writing custom queries and reports.
License/Certification		MSCE, Microsoft MOUSE

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

### POSITION SUMMARY

The Support Center Coordinator provides 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, and resolving home computing issues as they pertain to user interaction with university information technology assets. 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 Support Center Coordinator 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.

Duties and responsibilities

% Time

Provide initial user support (problem resolution, additional support consultation resources data entry).	60
Maintaining knowledge bases, Website, training material, and technical handouts.	15
End User Training (Electronic Mail/Scheduling, other software as assigned).	15
Maintain Support Center databases, report processing.	10

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