

JOB INFORMATION

Effective Date	8/5/2021
Job Code:	3977
Job Title:	Tech Support Specialist I
Salary Grade/Structure:	002 - Computing
Career Level Name:	P1 - Entry Professional
FLSA Name:	Exempt
EEO Code:	30-Professional Non-Faculty
Job Function:	Information Technology
Job Family:	IT Support
Job Summary	The Technology Support Specialist I performs basic level assistance by providing instruction and troubleshooting support to faculty, staff, students, and university affiliates through a variety of contact methods including but is not limited to: one-on-one meetings, telephone, web interaction, and chat. This role is assigned afternoon/evening and Saturday Support Center hours to provide support coverage for software on the University Supported Software List, university servers from a user perspective, home computing issues related to university information technology assets, point-of-use support for classroom technology and other department specific software required by university or by authorized university special events as needed. The Technology Support Specialist I will also partner with other internal leaders to implement university-wide innovation initiatives.

COMPETENCIES

Competencies

Please refer to the [UHCL Human Resources webpage](#) for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/Preferred	
Associate's Degree	in Computer Science, Information Systems, or related discipline	Required	
Bachelor's Degree	in Computer Science, Information Systems, or related discipline	Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
Less than 3 yrs	experience in a customer support environment assisting end users in an enterprise setting.	Required	
Less than 3 yrs	experience in a customer support environment assisting end users in an institution of higher education	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
Certified Technology Specialist (CTS)		Upon Hire	Preferred	or
MSOS - Microsoft Office Specialist	or other related Microsoft and or Apple certification	Upon Hire	Preferred	

Knowledge, Skills and Abilities

KSAs	Proficiency
<ul style="list-style-type: none"> Possess basic technical skills and knowledge necessary to identify, diagnose and solve daily operational problems related to the Support Center services. Support customers of varying skill levels, at the customer's skill level. 	Basic
<ul style="list-style-type: none"> Must have a working knowledge of specific literacy in computers, tablets, mobile devices, peripherals, networking (especially file shares, FTP, and VPN) operating systems (Windows, MacOS, iOS, Android), and all types of media (analog and digital). 	Basic
<ul style="list-style-type: none"> Must be proficient in PC operating systems and applications, including Office 365 (O365), to include Word, PowerPoint, Excel, Teams, OneNote, OneDrive, Outlook, Bookings, Publisher, and Forms. Additional software/applications include common web browsers (e.g., Chrome, Firefox, Edge, and Safari), Adobe Acrobat, Audacity, Blackboard Learn, Zoom, and Echo360. Experience with other applications on the university's software lists for faculty/staff, students, and the labs is preferred. 	Skilled
<ul style="list-style-type: none"> Possess excellent customer service skills to ensure customer service calls are managed and recorded appropriately and correct procedures are followed in a timely manner. 	Skilled
<ul style="list-style-type: none"> Possess excellent communication while projecting a positive image of UCT in supporting users and other UHCL stakeholders. Bilingual communication skills are preferred. 	Skilled
<ul style="list-style-type: none"> Appropriately skilled in technical writing in order to generate user documentation, training materials, and technical handouts for customers as needed. 	Basic
<ul style="list-style-type: none"> Must also become proficient in using call tracking software and administrator software modules. Database and/or tracking system experience preferred. 	Basic
<ul style="list-style-type: none"> Must be a self-starter with the ability to manage multiple assignments and take the initiative to research problems using a variety of information resources. Must be able to work under occasional pressure and to work without direct supervision. 	Skilled
<ul style="list-style-type: none"> Must be able to educate users and staff (in person and virtually) to use various systems and software. 	Basic

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> Provide initial 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 the phone, and/or in-person), open and track work orders for computing, media, networking systems, and/or other OIT products and services. Work scheduled and non-scheduled time at front counter including but not limited to start of the semester, staff shortages, determination by a supervisor, and when mentoring other specialists and student workers. 	50%
<ul style="list-style-type: none"> Maintain knowledge bases, website information, training material, and technical handouts. 	15%
<ul style="list-style-type: none"> Provide and assist in developing courses for End User Training to faculty, staff and/or students one-on-one or in a formal classroom environment. 	15%
<ul style="list-style-type: none"> Assist in updating and maintaining Support Center databases, report processing, and generating reports. 	15%
<ul style="list-style-type: none"> Perform other job-related duties as assigned. 	5%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description
0%	