Technology Specialist and Service Relationship Manager

Job Description

Position Information

Position Title   Technology Specialist and Service Relationship Manager

Position Number

Department   Information Technology Service

Reports to (Title)   Director within ITS

Seated Employee

Employee First Name

Employee Last Name

Job Summary
In three to five sentences, please briefly describe the job's primary purpose to the department.

Job Summary   Part of the ITS Springboard Program, Technology Specialist and Service Relationship Managers are employed under a term appointment of up to three years, with expertise increasing each year.

In addition to performing a technical specialist role in their team, these full-time employees provide an important relationship management role among ITS and departments (both academic and administrative) across campus. In that role, they advocate for those they represent in ITS decision-making and assist with ticket resolution as well as disseminate important technology service and change information to constituents. As technical triage specialists, these employees ensure that support tickets are routed to the appropriate colleague(s) on their technical team and help keep ticket submitters informed of progress.

Position Summary Information

Select the level of education needed to successfully accomplish the essential duties of this job.   Associate's degree or equivalent from two-year college or technical school

If a specific degree, certification, license, or registration is necessary, please list.   Associate's degree that included information technology course work

Select the level of experience needed to successfully start the position and accomplish the essential duties of this job.   Less than six months

Preferred Qualifications   Bachelor's degree. A demonstrated interest in information technology and professional development is embraced.

Eligibility for this position is limited to recent graduates of institutions of higher education. (Graduation must be in the same calendar year as the start date of the position.)

FLSA Category

Staff/Faculty	Staff
Employment Status	Full-Time
Employment Category	Term
Essential Staff (emergency situations)?	No
On-Call?	No

Essential Responsibilities
List the job's most important responsibilities. There are probably no more than six of these. Also indicate the approximate percent of time spent on each job function. (Note: Do not record how the job responsibilities are carried out.)

Essential Responsibility percentage of time needs to equal 100%

Responsibility	**Service Relationship Management** Business relationship management Provide interface between ITS and a specific, allocated, division or department(s) ("assigned area") Advocate for assigned areas in ITS decision-making Disseminate important information related to technology services and changes back to assigned areas
Percentage Of Time	30
Responsibility	**Technical Triage Specialist** Work to ensure that tickets submitted to their team are routed to the correct staff member (whether within or external to the team) Maintain communication with ticket submitter to keep them informed of progress
Percentage Of Time	30
Responsibility	**Technical Specialist** Perform technical activities as required by the team Director
Percentage Of Time	30
Responsibility	**Professional Development and Certification** Complete professional development certification as required by Springboard Program.
Percentage Of Time	10

General Responsibilities

General Responsibilities	(1) Maintain regular attendance in accordance with department policy. (2) Comply with all safety policies, practices and procedures. Report all unsafe activities to supervisor and/or Human Resources. (3) Understand and comply with the policies of the College Staff Handbook. (4) Demonstrate commitment to customer service. Establish effective relationships with internal and external customers and respond to their needs. (5) Perform duties as a team member in a manner supportive of department and College procedures, policies and goals. (6) Protect confidentiality of College information. (7) Provide leadership to others through example and sharing of knowledge/skill. (8) Communicate with others in a courteous and helpful manner. (9) Perform other duties as assigned.

Supervisory Responsibilities

Does this job have supervisory responsibilities?   No

If yes, then check all that are supervised by this position.

Supervise Student Staff   No

If you supervise student staff, enter approximately how many and the total hours? (e.g., 2 students/XX hours)

Supervise Non-Exempt Staff   No

If you supervise non-exempt staff please enter the number.

Supervise Exempt Staff   No

If you supervise exempt staff please enter the number.

Select the level of supervision that this position provides.

Supervision Received

Select the level of supervision that this position receives from their supervisor.   Immediate supervision: receive close supervision related to specific work activities, assignments, methods, etc; usually receive frequent surveillance over job activities; instructions are detailed and assignments are typical short-term.

Computer Operations

Please check one of the following   Intermediate personal computer skills, including electronic mail, routine database activity, word processing, spreadsheet, graphics, etc.

Travel

Please check one of the following   No travel required.

Essential Function Analysis

Accurate identification of essential and marginal functions and the time required is important for making a variety of personnel decisions, including recruitment, hiring, performance evaluation, discipline, training and accommodation. The analysis explains the components of the job by identifying who, what, why, how much, and when.

Essential functions are those functions that individual must be able to perform either unaided or with the assistance of a reasonable accommodation. A job function may be considered essential if it meets one of the following criteria:

- the position exists for performance of the function;
- a limited number of employees can perform the function, and it, therefore cannot be reassigned;
- the function is specialized and requires certain expertise to perform it.

Many jobs will also have marginal functions. Marginal functions are those that may be performed by the position but are not tasks critical to job success, can be completed in a number of ways by a variety of people, and are not the primary functions for which the position exists.

Mental/Cognitive Requirements

How much on-the-job time is spent in the following mental/cognitive activities? Show the amount of time by checking the appropriate boxes below.

Analyzing information or data	1/3 to 2/3
- Essential or Marginal?	Essential
Effective communication skills	Over 2/3
- Essential or Marginal?	Essential
Composing & comprehending communication materials	1/3 to 2/3
- Essential or Marginal?	Essential
Establishing effective interpersonal relationships	1/3 to 2/3
- Essential or Marginal?	Essential
Adjusting to changes (work load, environment, department structure, etc.)	Under 1/3
- Essential or Marginal?	Marginal
Using logic to define problems, collect information, establish facts, draw valid conclusions, etc	1/3 to 2/3
- Essential or Marginal?	Essential
Making decisions of moderate to substantial consequence	Under 1/3
- Essential or Marginal?	Marginal
Performing mathematical calculations	Under 1/3
- Essential or Marginal?	Marginal
Editing reports or technical materials	None
- Essential or Marginal?	Marginal
Planning and organizing (work load, schedules, events, etc.)	Under 1/3
- Essential or Marginal?	Marginal
Handle stressful, emotional and/or frustrating situations	Under 1/3
- Essential or Marginal?	Marginal
Working with numerous distractions	Under 1/3
- Essential or Marginal?	Marginal
Working under a time pressure and within timelines/deadlines	Under 1/3
- Essential or Marginal?	Marginal
Coordinating work with others	1/3 to 2/3
- Essential or Marginal?	Essential
Handling multiple assignments and priorities	1/3 to 2/3
- Essential or Marginal?	Essential

Completing work in an accurate manner	Over 2/3
- Essential or Marginal?	Essential
Concentrating - maintaining attention to details and task	Over 2/3
- Essential or Marginal?	Essential
Memory functions (remembering names, details and procedures)	Under 1/3
- Essential or Marginal?	Marginal

Physical Requirements
How much on-the-job time is spent in the following physical activities? Show the amount of time by checking the appropriate boxes below.

Remaining in a stationary position	1/3 to 2/3
Traverse/move locations	Under 1/3
Ascend or descend between floors	1/3 to 2/3
Reach with hands and arms	1/3 to 2/3
Ascend or descend ladder	None
Position self to access small or restricted spaces	None
Communicate or exchange information	Over 2/3
Detect specific flavors or odors	None

Does this job require that weight be moved or force be exerted? If so, how much and how often? Check the appropriate boxes below.

Weight lifted or force exerted: up to 10 pounds (with or without assisted device)	Under 1/3
Weight lifted or force exerted: up to 25 pounds (with or without assisted device)	Under 1/3
Weight lifted or force exerted: up to 50 pounds (with or without assisted device)	None
Weight lifted or force exerted: up to 100 pounds (with or without assisted device)	None
Weight lifted or force exerted: more than 100 pounds (with or without assisted device)	None
Please check one of the following	Light physical activity performing non-strenuous daily activities.
Does this job have any essential vision requirements? Check all that	Close vision (clear vision at 20 inches or less)

apply.

Work Environment
How much exposure to the following environmental conditions does this job require? Show the amount of time by checking the appropriate boxes below.

Wet or humid conditions (non-weather)	None
Extreme cold (non-weather)	None
Extreme heat (non-weather)	None
Outdoor weather conditions	Under 1/3
Work near moving mechanical parts	None
Work in high, precarious places	None
Air Contamination (i.e., dust, fume, smoke, toxic conditions, disagreeable odors)	None
Toxic or caustic chemicals	None
Work with explosives	None
Risk of electrical shock	None
Vibration (i.e. operating jackhammer, impact wrench)	None
Risk of radiation	None
Confined Spaces	None
Please check one or more of the following locations where this job would work	Well-lighted, heated and/or air-conditioned indoor setting with adequate ventilation.
How much noise is typical for the work environment of this job? Check the appropriate level below.	Moderate noise (examples: business office with computers and printers, light traffic)
Additional Information	
Include any other physical, mental or environmental information that will aid in the preparation of an accurate description of this job.	

Position Documents

No documents have been attached.