

Tier 1 Technology Support Specialist

Job Description

Position Information

Position Title	Tier 1 Technology Support Specialist
Position Number	
Department	Information Technology Service
Reports to (Title)	Director of Service Management
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	<p>A member of the ITS Technology Services Desk team, the Tier 1 Technology Support Specialist is the initial point of contact for services that the department provides to College students and employees. Maintaining a professional, customer-first attitude, and able to adapt to new technologies, the Specialist is responsible for monitoring and responding to calls and requests submitted online or by email, handling most initial technology requests. While some situations can be resolved right away, others are escalated to colleagues with the appropriate expertise.</p> <p>The Tier 1 Technology Support Specialist provides daily supervision to student employees alongside other administrative team functions.</p>
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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.	n/a
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	<p>Can substitute education requirement with 3 years or more of direct experience.</p> <p>Experience working in higher education is preferred.</p> <p>The following certifications are preferred but not required:</p>

CompTIA A+

HDI Support Center Analyst

ITIL Foundations

Non-Exempt

Staff

Full-Time

Regular

No

No

FLSA Category**Staff/Faculty****Employment Status****Employment Category****Essential Staff (emergency situations)?****On-Call?****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

Operations:

- Create tickets for support requests received via email, phone or in person.
- Provide initial triage of support requests with known resolutions.
- Monitor and assign tickets entered into the IT Service Management system by student employees to ensure correct information has been entered into the ticket fields.
- Contact customers after ticket resolution to ensure satisfaction with outcome.
- Manage existing accounts for all users and groups including password reset, assistant with account creation and renewal, and assisting with setting up Multi-Factor Authentication.
- Manage the loaner equipment pool and program.

Percentage Of Time

60

Responsibility

Student Employee Supervision

- Member of team that interview, hires and trains new student employees.
- Supervise students working at the Technology Services Desk.
- Process Timecards for all ITS student employees.
- Ensure student employees follow standard procedures.

Percentage Of Time

30

Responsibility

General office support:

- Provide a professional staff presence at the Technology Services Desk.
- Provide administrative support for the Service Management team.

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) May be asked to fill positions considered essential during weather emergencies or other events requiring special staffing.
- (10) Perform other duties as assigned.

Supervisory Responsibilities

Does this job have supervisory responsibilities?	Yes
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)	25
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.	Provide limited supervision to others through motivation, direction, review and feedback of assigned tasks.

Supervision Received

Select the level of supervision that this position receives from their supervisor.	Direction: receive guidance with respect to general objectives; in the majority of tasks and projects assigned, determine methods, work sequence, scheduling, and how to achieve objectives of assignments; operate within specific policy guidelines.
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Computer Operations

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

Please check one of the following	No travel required.
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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	Over 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	1/3 to 2/3
- Essential or Marginal?	Essential
Performing mathematical calculations	Under 1/3
- Essential or Marginal?	Marginal
Editing reports or technical materials	Under 1/3
- 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	1/3 to 2/3
- Essential or Marginal?	Essential
Working with numerous distractions	1/3 to 2/3
- Essential or Marginal?	Essential
Working under a time pressure and within timelines/deadlines	1/3 to 2/3
- Essential or Marginal?	Essential
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)	Over 2/3
- Essential or Marginal?	Essential

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	Under 1/3
Reach with hands and arms	Over 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 apply.	Close vision (clear vision at 20 inches or less)
 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	None
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.