

The University of Texas at San Antonio

Job Description

Job Title: Customer Support Analyst
Code: 19336
Salary Grade: 56
FLSA Status: Non-Exempt
Department/Division: Office of Information Technology/Student Computing Services
Reports To: Customer Service Supervisor

Summary

- Function: To advise and provide consultation to computer users of various skill levels regarding the effective use of computer resources.
- Scope: Responsible for providing information to faculty, staff, students and various other user groups regarding computers and their usage.

Duties

- Typical:
 1. Provide direct service and assistance to computer users.
 2. Assist in coordination of unit policies, procedures, equipment status, workgroup performance and training needs.
 3. Identifies and documents service problems or deficiencies, reporting to management with solution recommendations.
 4. Serve as a resource person for effective software and computer usage.
 5. Recommends and assists in the enforcement of computer lab schedules and procedures.
 6. Resolve routine computer-related problems.
 7. Test hardware and software.
 8. Write and updates user documentation.
 9. Monitor supplies.
 10. Perform additional duties as assigned.
- Periodic:
 1. Participate in technical and customer service training, including self-paced and other staff development activities as prescribed by management.

Education

| Required | Preferred |
|---|--|
| Two years of coursework towards a degree in information systems or computer science from an accredited institution. | Bachelor's degree from an accredited institution in information systems or computer science. |

Other Requirements

| Required | Preferred |
|-----------------|---|
| N/A | Demonstrated skills in communication and diplomacy. |

Experience

| Required | Preferred |
|---|---|
| Two years experience in a computer-related field. | Experience in a multi-user educational computer lab environment. |
| | Experience in technology sales/support or teaching/training in a high technology climate. |
| | Supervisory experience in a customer service environment. |

Equipment

| Required | Preferred |
|---|---|
| Knowledge of a wide variety of personal computer hardware and software, including operating systems, common office applications, network connectivity and print services. | Proficiency of a wide variety of personal computer hardware and software, including operating systems, common office applications, network connectivity and print services. |

Working Conditions

| Usual | Special |
|------------------------------------|---|
| Standard computer lab environment. | May involve some lifting and moving of computer related equipment or consumables. |

Supervision

| Received | Given |
|--|--|
| Direct supervision from the Customer Service Supervisor. | Delegates assignments and provides on-the-job supervision to assigned personnel. |

Accuracy

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|--------------------------------------|
| Proficiency in all duties performed. |
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Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.