

The University of Texas at San Antonio

Job Description

Job Title: Customer Support Supervisor
Code: 19337
Salary Grade: 58
FLSA Status: Exempt
Department/Division: Office of Information Technology/Student Computing Services
Reports To: Assistant Director, Student Computing Services

Summary

- Function: To advise and provide consultation to computer users of various skill levels regarding the effective use of computer resources; and provide effective lab management.
- 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. Accountable for lab adherence to unit policies, procedures and schedules.
 3. Report equipment status, workgroup performance and training needs.
 4. Identify and document service problems or deficiencies, reporting to management with solution recommendations.
 5. Delegate assignments to all lab workgroup team members evaluating performance and proficiency, identify training needs and coordinate skill development processes with training resources.
 6. Resolve routine computer-related problems and customer service issues.
 7. Serve as a resource person for effective software and computer usage.
 8. Assist the Assistant Director in staffing processes.
 9. Write and updates user documentation.
 10. Monitor supply levels and orders new stock as required.
 11. 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
Three years of coursework towards a degree in information systems or computer science from an accredited institution. Directly related experience may be substituted on a year to year basis for education.	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
Three years experience in a computer-related field.	Management experience in a customer service environment.
	Experience in technology sales/support or teaching/training in a high technology climate.

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.
	May work alternate or additional hours as necessary to fulfill position requirements.

Supervision

Received	Given
General supervision from the Assistant Director, Student Computing Services. Incumbent will exercise independent judgment	Provide direct supervision to assigned personnel.

based on extensive technical or specialized knowledge and experience.	
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Accuracy

Proficiency in all duties performed.

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.
