

The University of Texas at San Antonio

Job Description

Job Title: Technology Support Specialist II
Code: 19392
Salary Grade: 59
FLSA Status: Non-Exempt
Department/Division: Office of Information Technology
Reports To: In accordance with specific departmental policies

Summary

- Function: To provide dedicated customer centric delivery of IT services with a primary focus on (remote/field based), hardware/software support, timely break-fix and service request fulfillment and the skills to act as a customer liaison between OIT and the end-user.
- Scope: Responsible for installation, support and maintenance of technology area through consultation, break-fix, communication, maintenance, reporting and service to ensure successful business operations for the advancement of the mission of the assigned area.

Duties

- Typical:
 1. Provides technical support and knowledge of a technological nature to assist the end-users in continuing with day-to-day business operations.
 2. Sets up computers on university network.
 3. Installs and configures computer hardware and software.
 4. Performs and configures encryption.
 5. Provides assistance to clients of the university.
 6. Establishes and maintains connectivity of academic systems.
 7. Configures and diagnoses printers/peripherals/other miscellaneous technology.
 8. Works with multiple desktop operating system formats such as Microsoft Windows, Apple Operating Systems and various others.
 9. Works with multiple mobile operating system formats such as Apple iOS and Google Android on various hardware platforms.
 10. Provides guidance and support to staff, faculty and management on software and hardware best practices.
 11. Assists lower and higher level personnel.
 12. Works on call (rotational).
 13. Performs other duties as assigned.

- Periodic:
 1. Performs detailed analysis of service performed.
 2. Assumes public speaking roles.
 3. Generates reports on specific metrics on an on-going basis.

Education

Required	Preferred
Associate's degree in computer science with emphasis on computer/management information systems.	Bachelor's degree in computer science or equivalent with emphasis on computer/management information systems.

Other Requirements

Required	Preferred
Criminal Background Check (CBC).	N/A
Certification required in one of the following: A+, MSCA, ITIL Foundation or HDI certification.	Two certifications from the following: A+, MSCA, ITIL Foundation or HDI certification.
Certification required in one of the following: Microsoft/Apple/CompTIA/HDI/ITIL.	Two certifications from the following: Microsoft/Apple/CompTIA/HDI/ITIL.

Experience

Required	Preferred
Two years of experience relating to network communication/computer system hardware and software in a higher education environment.	Two years of IT customer service experience relating to computer system hardware/software in a higher education environment.

Equipment

Required	Preferred
Personal computers.	N/A

Working Conditions

Usual	Special
General office conditions.	Ability to crawl under desks/furniture for inspection of cables and troubleshooting purposes.
Ability to lift with or without accommodations. Repeated kneeling, stooping, walking and sitting for extended periods of time.	N/A

Supervision

Received	Given
General supervision from immediate supervisor	General supervision of technical support staff

Accuracy

Proficiency in all phases of duties performed.

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.

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.