

# The University of Texas at San Antonio

## *Job Description*

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Job Title: Administrative Systems Specialist I  
Code: 19275  
Salary Grade: 59  
FLSA Status: Exempt  
Department/Division: PeopleSoft Support & Sustainment Center (PSSC)  
Reports To: PeopleSoft Campus Application Services Manager

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## *Summary*

- Function: To support and assist end users of the University's administrative information systems in their daily duties along with deployment of enhancements and system upgrades.
- Scope: Provides first line response for users requiring assistance with how to perform various business processes using the University's administrative computing systems. Provides general administrative support.

## *Duties*

- Typical:
  1. Responds to requests for assistance by phone, email and in person. Develops expertise on various business processes performed in the administrative system to support Help Desk services by assisting or referring end users on how to accurately conduct university business.
  2. Assists in the development of various system training documents, users guides and FAQs to support the user community. Prepares job aids, helpful tips, and other reference documents that are useful for system end users.
  3. Tracks types of help desk calls being received to determine whether specialized training or communications are warranted to mitigate problem areas.
  4. Troubleshoots issues and escalates matters to appropriate application support staff and back office SMEs.
  5. Assists with the running and dissemination of end user reports.
  6. Performs additional duties as assigned.
- Periodic:
  1. Provides input and recommendations for process improvements and efficiencies in area activities.
  2. Contributes to and helps prepares the monthly Help Desk Report, Spotlight Newsletter, and periodic helpful hints webinars for end users.

3. Writes and updates documentation.
4. Provides general administrative support to the department as needed.

***Education***

<b>Required</b>	<b>Preferred</b>
Bachelor's degree from an accredited institution or equivalent work experience.	Bachelor's degree in job related discipline.

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Criminal Background Check (CBC)	N/A

***Experience***

<b>Required</b>	<b>Preferred</b>
One year of experience using administrative systems similar in scope to UTSA's system.	Track record of proactively engaging in work output and process improvement.
Excellent verbal and written communication skills.	Presentation, demonstration and training experience.
Strong customer orientation, friendly and approachable. Ability to work as a member of a team.	N/A
Ability to deliver high quality work with accuracy and attention to detail.	
Ability to multi-task, be organized and prioritize tasks.	
Understanding of underlying business processes supported by the help desk activities.	

***Software & Equipment***

<b>Required</b>	<b>Preferred</b>
Proficiency with Microsoft Suite products (Word, Excel, SharePoint, and PowerPoint).	Proficiency with VISIO and MS Project
Skilled in the use of all standard equipment including standard office workstation.	N/A

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Work performed in an office environment with occasional work in a data processing environment.	N/A
Must be able to work in a sedentary position for extensive periods of time.	
Occasional travel for business purposes required.	

***Supervision***

<b>Received</b>	<b>Given</b>
Receives direction from Manager. Works at highest level of technical competence with minimal supervision.	None.

***Accuracy***

Proficiency in all phases of 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.