

The University of Texas at San Antonio

Job Description

Job Title: Customer Support Specialist
Code: 19335
Salary Grade: 55
FLSA Status: Non-Exempt
Department/Division: Office of Information Technology/Student Computing Services
Reports To: Customer Support Analyst or Customer Support 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 users.

Duties

- Typical:
 1. Assist students, faculty, staff and other user groups in the use of computer lab services, software and equipment, paying particular attention to the clients' needs for a successful experience in the lab.
 2. Assist supervisor in monitoring lab operations for maximum effectiveness, including supply control, equipment status, maintenance schedules, safety, cleanliness and neatness of all work areas.
 3. Identify and document service problems or deficiencies in the lab, reporting to the supervisor with solution recommendations.
 4. 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
High school diploma or GED.	College or technical coursework from an accredited institution in information

	technology studies.
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Other Requirements

Required	Preferred
Ability to analyze common system or software use problems and assist users with solutions to include printer selections, data storage device malfunctions, menu operations and help system operations.	Demonstrated skills in communication and diplomacy.

Experience

Required	Preferred
Demonstrated ability to perform routine equipment services such as troubleshooting and resetting failed personal computer systems and servicing inkjet and laser printers.	6 months of experience or training in personal computer operations in a customer service function within a university computer lab 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 Customer Support Analyst or Customer Support Supervisor.	May be assigned to supervise various student part-time workers.

Accuracy

Proficiency in all duties assigned.

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.