**Campus Technology Services**

**Client Services/Desktop Support**

Desktop Support Senior

**IS Technical Services Senior January 2013**

**Pos. #xxxxxxxx**

**Position Summary:**

Reporting to the Desktop Support Manager, this position performs professional IS work related to ongoing technical support for UITS supported schools, departments, and individual faculty/staff. The position also serves as a team member for various technical projects. The incumbent is operating under **GENERAL** supervision.

**Time % Goals and Activities**

**40% A. Desktop Support and Troubleshooting**

1. 4Y Diagnose, troubleshoot and repair hardware related problems of desktop, laptop, and tablet computer hardware.
2. 4Y Provide advanced troubleshooting skills for Windows, Apple and/or Linux operating systems.
3. 4Y Configure and troubleshoot network settings for desktops and wireless devices. This requires an understanding of IP addressing, DNS and routing.
4. 4Y Perform device imaging, application deployment and device inventory on Windows, Apple and/or Linux devices using Ghost, SCCM, or other similar tools.
5. 4Y Troubleshoot issues with desktops applications and printing.
6. 3Y Research and diagnose issues related to Microsoft Group Policies, Active Directory, server file sharing and windows scripting.
7. 3N Work closely with IT staff developing supported computer images and assuring quality of images for distribution to campus.
8. 3N Contribute to the maintenance of campus computer standards and recommendations by researching emerging hardware and software technologies.
9. 3N Responsible for ensuring the security and confidentiality of customer records and information; protect against any anticipated threats or hazards to the security or integrity of such records; and protect against unauthorized access to or use of such records or information that could result in substantial harm or inconvenience to any customer.

**30% B. Coordination of Desktop Support**

1. 4Y Direct students and staff in providing on site desktop computer support. This includes hardware and software troubleshooting, network connectivity, operating system rebuilds, coordination of vendor warranty support and installation of computer peripherals.
2. 4Y Ensure that quality of service standards are met by students and full time employees.
3. 3Y Monitor the scheduling and dispatching of both emergency and planned technical support service calls.
4. 3Y Work with supervisors and IT staff to provide policies, procedures and documentation for new computer setup and ongoing technical support.
5. 3Y Coordinate planning and preparation for the rollout of new computer equipment, working with faculty, staff and IT personnel to arrange delivery, setup and training as needed.
6. 3Y Provide top-tier phone and on-site technical support for Windows and/or Apple computers.
7. 3N Assist in training student and full-time staff in procedures for on site service and support.
8. 3Y Work with IT staff to develop quality support plans and assist with there IT planning needs.
9. 3N Coordinate with Network Infrastructure for the installation of campus network service where necessary.

**10% C. Customer Service**

1. 4Y Provide end user customer support for issues with desktop hardware, desktop software and enterprise applications.
2. 4Y Coordinate and execute timely problem resolution for escalated issues, working with staff and vendors, and communicate problem status to clients, and others as appropriate.

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**Time % Goals and Activities (Cont.)**

**10% D. Mentoring and Student Supervision**

1. 4N Provide leadership and direction to student staff, and delegate assignments/projects based upon analysis of their specialized abilities and expertise. Participate in planning and strategy sessions with other CTS mentors.
2. 4N Provide guidance to student staff in accomplishing the strategic goals of CTS. Evaluate performance and provide feedback to student staff. Provide for career development and counsel employees in areas that need improvement.
3. 3N Interview and evaluate candidates for vacant student staff positions, make hiring recommendations.
4. 3N Recommend promotions, demotions and career changes for student staff as appropriate.
5. 3N Supervise, mentor and coach student staff on effective ticket (call and problem resolution log) management, customer service and other professional skills.
6. 3N Mentor and coach student employees and assist with their development and training.
7. 3N Participate in planning and strategy sessions with other CTS mentors and supervisors to share and incorporate best practices for the effective management of a student staffed technical support unit.

**5% E. Project Management and Documentation**

1. 3Y Participate in campus wide technology activities such as ad-hoc project teams and core service teams as appropriate.
2. 3Y Serve as a member on project teams working toward shared technical goals and implementation of new technologies.
3. 3Y Work closely with end users and IT staff to define technology needs.
4. 2Y Ensure that internal procedures and work tasks are easily understood and readily available.
5. 2N Develop and document procedures that effect end users.
6. 2N Communicate appropriate policies and changes that effect end users.

**5% F. Professional Development**

1. 3Y Consult and readily share information with other IT colleagues on and off campus about systems and techniques that they use.
2. 2Y Read books, periodicals, and internal documentation to improve knowledge of the information technology and future trends.
3. 2Y Attend schools, training, and workshops to increase IT knowledge.
4. 3Y Maintain knowledge of campus technology strategies and standards through active participation in campus user groups and committees.
5. 2Y Attend meetings as directed, attend professional development offerings, and participate in campus-wide technology support activities such as ad-hoc project teams and core services as appropriate.
6. 3Y Develop and maintain good customer service, collaborative and interpersonal communication skills.

**Knowledge, Skills and Abilities**

1. 4Y Working knowledge of and troubleshooting experience with Windows, Apple and/or Linux operating systems.
2. 4Y Thorough knowledge of and experience with problem solving techniques for desktop computer systems including hardware, network connectivity, software and operating system troubleshooting.
3. 3Y Knowledge of Symantec Ghost or Microsoft System Center Configuration Manager.
4. 3Y Basic knowledge of Microsoft Active Directory and the use of Microsoft Group Policies.
5. 3Y Use of client service software in documenting service calls and technical solutions.
6. 4Y Highly developed problem solving and interpersonal skills.
7. 3Y Excellent written and oral communication skills and willingness to document technical procedures.

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**Knowledge, Skills, and Abilities (Cont.)**

1. 2Y Thorough knowledge of Microsoft Office and other commonly used productivity software.
2. 3Y Ability to work with a diverse group of individuals forming many different teams, both inside and outside immediate units.
3. 3Y Knowledge of desktop security hardening and antivirus best practices, including virus removal/prevention and hacking detection/deterrence.