



Position Description

Classification Title:	User Support Specialist II (IT050)
Working Title:	EndPoint Install Communications Coordinator
Supervisor's Working Title:	IT Director II (Inst)
Hours/Shift:	Standard business hours (~7:45 AM to 4:30 PM)
Department:	Information Technology
Supervisory Position:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Employee Category:	University Staff
FLSA Status:	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt
Date Created/Updated:	10/28/2021
Position of Trust:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (Defined as: Having access to vulnerable populations, property access, financial/fiduciary duties, and all executive positions)
Position of Trust with Access to Vulnerable Populations:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (Defined as: Position requires unsupervised or significant access to minors, under the age of 18 who are <u>not</u> enrolled or accepted for enrollment at a UW System Institution, and medical patients)

Position Summary

Provides information technology (IT) support services to end users in support of institutional technology operation. Provides training to end users.

Job Responsibilities:

- Completes procurements, installations, configurations, repairs, and modifications of various technology hardware, software, and associated components under general supervision
- Identifies, troubleshoots, resolves, and/or escalates basic and more complex data, network connectivity, client/server processes, and application issues according to established policies and procedures
- Maintains operational functions of technology systems to ensure appropriate integration, compatibility, and functionality according to established user requirements
- Serves as a point of contact for individuals and groups providing standard-level organizational information about technology resources and addressing their needs
- Facilitates individual and group end user trainings, answers questions, and provides information specific to non-routine and more complex information technology end user products and services

Qualifications – Knowledge, Skills, and Abilities:

Required Knowledge, Skills, and Abilities

- Associate's Degree in CS, CIS, Business Technology, or other technical field
- 1-2 years' experience with troubleshooting and installing computing equipment
- Software experience must include working knowledge of MS Windows
- Hardware experience must include installation of computer components such as hard drives, RAM, graphics cards, and peripherals such as monitors and printers
- Experience coordinating multiple tasks for a team of workers
- Excellent phone, email, and written communication skills
- Excellent customer service skills

Preferred Knowledge, Skills, and Abilities

- Bachelor’s Degree in CS, CIS, Business Technology, or similar technical fields
- 2-3 years’ experience with troubleshooting and installing computing equipment
- Hardware and software installation experience with Macs and macOS
- PowerShell scripting experience
- Configuration and software installation experience of Android and iOS devices
- Experience working in a Higher Educational or Enterprise organization
- Certifications such as CompTIA A+

Physical Effort/Demands:

- Sitting
- Standing
- Walking
- Lifting your arms above your head to reach high, possibly difficult, areas
- Kneeling
- Squatting
- Stooping
- Frequently lift 1 – 10 pounds
- Occasionally lift 50 pounds
- Occasional work on step ladders

Equipment Operated:

- Various computer systems and/or software, calculator, fax machine, office copier, telephone, and other electronic office devices

Working Environment:

The noise level in the work environment is usually quiet.

This position description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of the job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated on this description.

This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the position change.

UW-Stevens Point is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the University will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee Name

Date

Employee Signature

Date

Supervisor Name

Date

Supervisor Signature

Date