

**MICHIGAN TECHNOLOGICAL UNIVERSITY
CLASSIFICATION DESCRIPTION**

Job Title: USER SUPPORT SPECIALIST I (pay grade IT level 2)
Department: BIOLOGICAL SCIENCES COMPUTING NETWORK
Hourly Rate: MINIMUM \$12.26 – MAXIMUM \$25.46
Exempt (Y/N): NO
Supervisor: COMPUTER SUPPORT SPECIALIST

SUMMARY: Assist in the support of Biology, Social Sciences, Exercise Science and Psychology departments' computer users and environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Assist users on a daily basis both at the desktop and via email or phone.
Create web pages for internal user support organization.
Create and execute training for individuals and groups (faculty, staff, students).
Diagnose and fix a variety of computer software, hardware and operating system problems.
Work with users to purchase and configure computers in a large networked environment.
Responsible for project management in projects related to general user support.
Work with other support personnel in a team environment.
Document or continue documentation on problems and solutions and procedures.

SUPERVISORY RESPONSIBILITIES:

Functional supervision may be exercised over student assistants.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

REQUIRED:

Associate's degree or an equivalent combination of education and experience from which comparable knowledge and abilities can be acquired.
Two years desktop support experience.
Two years experience with support of Windows systems including 95/98/NT/2000/XP/VISTA, Office, Access, Project, printing, support and installation of software.
Two years experience with user training or teaching or equivalent.
One year experience supporting a large networked environment.
One year experience with installation of software on laptops and desktop computers and maintenance of a large deployment of computers.

DESIRABLE:

Bachelor's degree or an equivalent combination of education and experience from which comparable knowledge and abilities can be acquired.
Experience with support of Linux systems including Redhat/Fedora, command line utilities, printing (lp, lpring, CUPS), and file mangement.
Experience with support of Mac OS X.
Experience with VMWARE on Linux and Windows.
Experience supporting users in an academic computing environment.
Experience with Request Tracker (RT) or other Queue Management software.
Experience in documentation writing.
Experience with basic html code and/or web page development.

OTHER SKILLS AND ABILITIES:

REQUIRED:

Excellent communication and interpersonal skills.
Demonstrated organizational and project management skills.
Demonstrated ability to work effectively in a team environment.
Demonstrated continued learning in the Information Technology field.

USER SUPPORT SPECIALIST I – BIO/SOCSCI/EXSCI/PSYCH

OTHER SKILLS AND ABILITIES (continued):

REQUIRED:

Demonstrated ability and willingness to work flexible hours and carry a pager.

Demonstrated ability to diagnose typical problems and apply known solutions.

Demonstrated ability to communicate effectively across cultural boundaries and work harmoniously with diverse groups of students, faculty and staff.

DESIRABLE:

Demonstrated desire to continue learning new and applicable software applications.