

Chatham University

Job Description

Job Title: User Services Specialist, Information Technology Services

Position Reports to: Helpdesk Manager

Position Summary: The User Services Specialist is a member of the Helpdesk team within the Information Technology Services (ITS) Department. S/he is responsible for supporting all levels of campus users, located at multiple campus locations, in the use of technology resources. S/he is required to work shifts to cover all hours of operation including evenings and weekends and events. S/he answers telephone support calls, emailed support issues, tickets, and walk-in questions as part of the campus Helpdesk. S/he visits user locations when necessary and conducts repairs, hardware/software support and user training on campus systems. S/he is responsible for acquiring technical certifications in repair from Apple, Dell, and Hewlett Packard. S/he is responsible for delivery and setup of classroom media equipment. S/he will be required to periodically attend campus events that may occur during evenings and weekends. S/he works closely with the other ITS staff to ensure users are receiving the best service and support possible.

Qualifications:

- Bachelor's degree in Information Technology or Computer Science or related discipline or equivalent work experience.
- Competence using PC and MAC computer hardware and software in classroom, lab, office, and residential settings.
- Broad knowledge of information technology including networking, file management, Microsoft Office applications, Internet and email systems.
- Basic troubleshooting skills in Windows and MAC hardware and software.
- Ability to convey information over the phone, in-person and in writing.
- Ability to convey information through training sessions.
- Technical writing skills to document instructions for users.
- Good organization and communication skills.
- Desire to work with students, faculty and staff and to facilitate the resolution of their problems.
- Ability to prioritize multiple tasks.
- Ability to remain calm and professional in stressful situations.
- Integrity, adaptability, sense of humor, independence, cooperativeness, and a strong work ethic.
- Ability to have a flexible schedule, work nights and weekends, when necessary.
- Provides essential services to the Chatham community, the employee will be required to work outside their regular working hours as needed.
- Ability to work independently with minimal supervision.
- Easily adaptable and able to learn new skills.
- English fluency required; fluency in other languages helpful.

Duties and Responsibilities:

The User Services Specialist works with the Helpdesk Manager to assure service and support for the campus community:

- 1) The User Services Specialist works as part of the campus Helpdesk to answer, log, and assign priorities consistent with the campus service level agreements for all user support calls, emails, and walk-ins to the Helpdesk
- 2) Provides answers to user's questions and problems through phone conversations, email, or on-site visits
- 3) For escalated support issues, works with the Helpdesk Manager and Systems and Networks group and/or Administrative/Instructional Support Teams to solve problems
- 4) Escalates calls to the Helpdesk Manager and other ITS staff if resolution cannot be achieved
- 5) Works with vendor support channels to report/repair/replace hardware
- 6) Performs hardware repair of desktops, laptops, and tablets, and system related equipment
- 7) The User Services Specialist instructs campus users by providing training to students, faculty and staff in the use of computer hardware, software and network services; training may be done one-on-one, in groups, or through written documentation
- 8) Documents and develops training on campus technology resources
- 9) The User Services Specialist will be required to support specialized areas of the Helpdesk that relate to, but not limited to the following:
 - a) VoIP phone system -
 - i) Along with the Systems and Network group, support the campus communications infrastructure and related office connectivity
 - ii) Support and train users on the use of the phone system
 - iii) Installation/repair/replacement of related equipment
 - b) Helpdesk Service Center -
 - i) Responsible for managing all aspects of the Helpdesk Service Center
 - (1) Hardware inventory – entering and updating of all related inventory, tablets, desktops, printers, classroom media, and related equipment
 - (2) Manage and support student, faculty, and staff hardware distribution and all related functions
 - (3) Report to Student Services and ITS changes in student enrollment as it relates to the tablet and one-to-one programs
 - (4) Repair of all related equipment
 - (a) All User Services Specialists are required to be certified complying with related vendor self-maintainer requirements
 - (b) Managing vendor channels and related tools
 - (c) Utilization of work order system
 - (i) Creation of work orders
 - (ii) Managing work orders assigned
 - (iii) Communicating to the user community work order status/completion
 - ii) Scheduling and maintaining laptop and projector deliveries to classrooms
 - iii) Repair and maintenance of classroom media equipment; installed or portable
 - 10) Helpdesk staff members are required to cover Helpdesk hours of operation, including evenings and weekends, and can involve shift work that may vary daily and from week-to-week.
 - 11) Helpdesk staff are required to periodically carry the Helpdesk on-call cell phone to provide off-hours and weekend support
 - 12) The User Services Specialist performs other duties as required in support of the mission of the Information Technology Services Department and Chatham University.

Personal Attributes:

- Passionate about all aspects related to technology.
- Strong customer service orientation.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to conduct research on hardware and software issues and products as required.
- Ability to present ideas and solution in user-friendly language.
- Highly self-motivated and self-directed.
- Keen attention to detail.
- Demonstrate professional and ethical conduct.
- Access to transportation.
- Access to personal computer with Internet connectivity during off-hours.
- Occasional lifting and transporting of computer equipment, bending, stooping, crawling, and reaching.

Physical Requirements:

Occasional 30 pound lifting and/or carrying, frequently walking across campus

Sit: 50%	Hear: Continuous
Stand: 30%	Speak: Continuous
Walk: 30%	See: Continuous with 20/20 acuity
Bend/Kneel Squat: 40%	Use telephone: 80%
Push/Pull: 20%	Use computer: 80%
Reach above shoulders: 5%	Balance: 25%
Write: 15%	
Fine hand manipulation: 20%	