

Class Code: 5032  
Occ. Area: 01  
Prob. Period: 12 mo.  
Prom. Line: None  
Effective Date: 5/15/04

**INFORMATION TECHNOLOGY**  
**SUPPORT ASSOCIATE**

Functional Narrative

These positions provide fundamental support for application software, operating systems and equipment configurations. This includes the implementation and maintenance for software components, providing assistance in the development and assessment of hardware and software components, recommending optimum equipment and software configurations, and providing assistance to the general campus population. The focus of these positions is in the basic support function related to client and end user software, telephone/voice communications systems, final end user interface with other, more complex, networking or server components. Duties may also include supervision or acting as a team leader/coordinator.

\* The specific area of information technology assigned is to be used to classify these positions. Examples of such types of service include Communication Services, Data Management, Help Desk Assistance, Network Services, etc.

**An additional working title may also be used in conjunction with the classification (i.e. Microcomputer Support Specialist, Information Technology Help Desk Specialist, Communications Service Specialist, Computer Systems and Operations Specialist, etc.).**

**Characteristic Duties and Responsibilities**

Microcomputer Support

Technical specialists in the installation, maintenance, and operational support of microcomputers and their applications. Research, evaluate, and select microcomputer hardware, software, and related accessories. Support client software and/or network-independent software on end user systems.

Install, repair, and maintain computer system hardware pertaining to minicomputers, microcomputers and/or terminal attached to a mainframe. Perform standard maintenance tests and checks on the computer.

### Help Desk Support

Provide support to users of technology services provided by campuses, departments, or other organizational units in the areas of computers, local and campus-area networks, voice systems, and the applications associated with those systems. Provide general user services such as preparing and processing trouble reports, general user training and consulting. Services are typically performed at a central location apart from the users, but primarily by telephone.

### Communication Network Support

Provide customer related services and communications system support in the communications unit, managing its own communications system(s). Meet the needs of campus voice and data network subscribers and optimize the use of the campus communications systems.

Provide general user support services (such as preparing and processing service orders, trouble reporting, billing, user training and consulting, and coordination of campus communications projects).

### Computer Operation Support

Provide support services on computer operations and its associated equipment (such as printers, tape units, card readers and punches, and disk files). Monitor and keep records on specific computer components, as well as materials filed and produced electronically.

### Computer Systems Support

Monitor, control, assess, and help maintain the operations of a computer that has a network of terminals, workstations, or other secondary computers connected to it and whose processing unit consists of a mini, large computer, or clustered computers. Assists in computer operations that process the users' jobs at periodic intervals or on special request referred to as "batch" processing and that use various storage media for entering data into and getting information from the computer than terminals alone. Start up, monitor, control, and bring down the operation of the computer system using the computer or administrator console, the consoles of equipment at remote sites, and other control/monitor units. Investigate and solve commonly occurring computer operations problems in order to maintain continuous service to terminal users, calling in and assisting higher-level technical support personnel, supervisors, or vendors to deal with more serious problems

### Customer Education

Develop and deliver training in application and computer hardware, networking, operating systems, general use of technology and related program applications. May

involve needs assessment and course design for instructor led and web-based job aids and tutorials. Develop tools for the assessment of training effectiveness.

Policy/Procedure Development

Prepares documentation to support area IT functions and provide user support. Maintains and supports assigned systems with documented testing. Develop procedures and evaluate performance of systems. Business systems and work flow process and procedure development is also included in this specification.

Supervision

May supervise other staff or act as team leader on designated projects. Monitors the progress and direction of assigned tasks and makes corrections as needed. Determines training needs and provides training opportunities for staff.

**Minimum Acceptable Qualifications****Credentials to be Verified**

1. High School Graduation or equivalent
2. Any combination totaling one year from the following categories:

progressively more responsible work experience in an Information Technology (IT) related profession

college course work which included Information Technology (IT), or a closely related discipline, as measured by the following conversion table or its proportional equivalent:

- 60 semester hours or Associate's Degree equals one year

**Note: As required by the position to be filled, additional education, training and/or work experience in an area of specialization inherent in the position may be necessary in meeting credential requirements.**

**Personal Attributes Needed to Undertake Job**

Excellent oral and written communications skills

Knowledge of the systems and operations used within the areas and departments of responsibility

Ability to oversee and coordinate activities of user groups

Ability to effectively communicate and professionally interact with all staff levels and customer groups

Ability to identify and resolve technical problems

Ability to demonstrate fundamental knowledge of effective troubleshooting methodologies