# MAINE MARITIME ACADEMY

A College of Engineering, Management, Science, and Transportation

## USER SUPPORT TECHNICIAN

## POSITION OVERVIEW

As a member of the IT team, the User Support Technician staffs the enterprise Help Desk and is responsible for day to day support of end users.

## DUTIES

- Provides first tier technology support as a member of the MMA Help Desk staff.
- Installs and maintains end user computing devices and software.
- Troubleshoots and repairs end user software and hardware.
- Provides first tier technology support for audio visual equipment.
- Manages assignment and routing of Helpdesk tickets and requests.
- Trains and supervises student Helpdesk employees.
- Maintains hardware inventory.
- Maintains software inventory.
- Creates accounts, deploys hardware and software to end users.
- Other duties as assigned.

## SKILLS

- Excellent customer service skills, and the ability to work well with both internal (Academy) customers as well as external entities.
- Knowledgeable with industry standards and best practices for end user hardware and software.
- Ability to work with customers who have varying degrees of technical expertise.
- Exceptional troubleshooting ability required to solve non-routine, complex problems as they arise.
- Computer hardware and software skills are required.

- Ability to troubleshoot and repair hardware and software.
- Critical thinking skills.
- Ability to work in a team oriented, collaborative environment is required.

## QUALIFICATIONS

- 2 years of experience supporting technology end users is required.
- AS in Engineering or Technology field is helpful.
- A+ Certification or ability to attain it within 6 months of hire is required.
- Ability to document technical systems is required.
- Strong written and oral communications skills are required.
- Strong organizational skills and ability to multi-task are required.

## WORKING CONDITIONS

- Environment can be stressful, competing projects and demands
- Frequent bending and twisting in awkward positions
- Frequent contact with students, parents and external entities
- Some lifting of moderately heavy equipment for various reasons
- Occasional weekend and evening work required

Maine Maritime Academy Position Factor Evaluation

Job Title:        User Support Technician                                      Job Code:                              2940

Wage Grade:      14                                                            Total Points:                          376

| | Factor | Degree | Points |
|---|---|---|---|
| 1 | Knowledge and Skill | 5 | 180 |
| 2 | Effort | | |
| | I. Mental and Visual Effort | 5 | 40 |
| | II. Physical Effort | 3 | 30 |
| 3 | Responsibility for Cost Control | 2 | 16 |
| 4 | Responsibility for Others | | |
| | I.  Injury to Others | 2 | 16 |
| | II. Supervisory Responsibility | 2 | 16 |
| | III. Sensitive Information and Records | 3 | 24 |
| 5 | Working Conditions | 3 | 30 |
| 6 | Responsibility for External and Internal Relations | 3 | 24 |

Date of last
reclassification                                        2-Feb-16