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 support of end users, hardware, software, and enterprise systems.

DUTIES

- Provides technology support for onsite and remote associates by resolving moderately complex to highly complex technical issues and problems.
- Demonstrates an expert ability to manage the needs of multiple requests.
- Collaborates with other support teams and across the organization to troubleshoot highly complex issues and identify technology solutions.
- Supports IT projects, including but not limited to: office moves, data recovery, hardware and software testing, product migrations, platform migrations, software delivery, event support, etc.
- Provides support by identifying, tracking, troubleshooting and resolving requests and/or incidents.
- Serves as subject matter expert in all service areas including Windows (all versions), hardware platforms, mobile devices, phone systems, printers, application deployments and other technologies.
- Provides support to a myriad of corporate and BYOD mobile devices using both android and iOS.
- Addresses customer expectations and meets customer requests for multiple service offerings.
- Proactively identifies trends in the environment and potential areas that may cause future problems, escalates and communicates diagnostics appropriately.
- Provides issue resolution of reported systems and application issues while keeping the end user community regularly informed of progress.

- Eliminates common problems before escalating issues to other support areas by breaking complex issues into appropriate parts in order to understand the issues at hand as well as the needs of the customer.
- Maintains hardware and software inventories and assists with procurement services for end user community.
- Coordinates new user access and systems setup with various support groups.
- Ensures proper day-to-day operation of technology applications and equipment by diagnosing, identifying, isolating, analyzing, and researching issues to resolve technical problems.
- Provides assistance to resolve technology issues and provide how-to knowledge transfer to end users on a variety of computer-related issues.
- Installs and maintains end user computing devices and software.
- Troubleshoots and repairs end user software and hardware.
- Provides technology support for audio-visual equipment.
- Manages assignment and routing of Helpdesk tickets and requests.
- Trains and supervises student Helpdesk employees.
- Deploys hardware and software to end users.
- Assist in developing and documenting improvements to current processes, and creating and maintaining appropriate documentation.
- Other duties as assigned.

SKILLS

- Excellent customer service skills, and the ability to work well with customers (internal Academy 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.
- Communication skills.

- Ability to maintain relevant skill sets and adapt to the ever-changing field of technology.
- Ability to work in a team oriented, collaborative environment is required.

QUALIFICATIONS

- A minimum of 2 years of experience supporting technology end users is required.
- AS in Engineering or Technology field or equivalent experience is required.
- A+ Certification or ability to attain it within 6 months of hire is required.
- Network+ or other networking and/or security certifications or the ability and interest to attain such certifications is desirable.
- 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: <u>User Support Technician</u>   Job Code: <u>1150</u>

Wage Grade: <u>17</u>   Total Points: <u>416</u>

	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	3	24
4	Responsibility for Others		
	I. Injury to Others	2	16
	II. Supervisory Responsibility	3	24
	III. Sensitive Information and Records	3	24
5	Working Conditions	3	30
6	Responsibility for External and Internal Relations	6	48

Date of last
reclassification   <u>30-July-2021</u>