Saint Michael's College
Job Description

Job Title: Senior User Services Specialist

Department: Information Technology

Supervisor or Manager: Associate Director for Information Technology

Date Created: 6/01/05  Last Revised: 6/01/05  FLSA Status: NE

**Our Mission:** It is the mission of Saint Michael's College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

**Major Objectives:**
- Timely and accurate IT Helpdesk support for the College community is provided
- Customer-oriented information technology developments are made for the College community
- Documentation and training is available to students, faculty and staff on utilization of the College computer systems (both hardware and software)

**Essential Duties and Responsibilities:**
- Provides 1st level Helpdesk support (by phone, e-mail or walk-in) which includes answering technology-related questions and solving problems for individuals, installing hardware and software, as well as preliminary troubleshooting within the guidelines of IT procedures
- Addresses more advanced problems as a 2nd and 3rd level technician for desktop support in offices, e-mail account maintenance, public folders, network printing, network accounts and network shares
- Explores possible solutions that may require research, vendor contact and troubleshooting or brings the issue to Helpdesk Manager
- Provides instruction and documentation that facilitates IT support and training for IT constituents

**Secondary Responsibilities:**
- Assists in training and development of IT student workers
- Participates in the cross-training of IT department staff
- Helps maintain College equipment
- Keeps accurate College hardware and software inventory records
- Provides technical expertise relating to IT projects
- Contributes individually and as part of various project teams

**Positions Supervised:**
- None

**Major Contacts:**
- Faculty
- Staff
- Students
- Vendors (e.g. Computer Services of Vermont, Ikon, SymQuest, Gateway)

**Demonstrates Excellence:**
- Shows commitment to the Information Technology department’s mission of providing a robust technology environment for the students, faculty and staff of Saint Michael’s College
- Understands the important role of the department as primary information technology provider on the SMC campus
- Demonstrates a sound understanding of academic and business processes/cycles that the department supports
- Displays an awareness of how the technologies deployed by the department affect those who use them
- Clearly understands the impact of change on customers and vendors/partners
- Creates stimulating, proactive communication plans and consistently completes projects on time and on budget

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- Takes on new challenges willingly to enhance services provided by the department and for the betterment of the College
- Assumes responsibility for outcomes and takes appropriate action to ensure individual and team success
- Remains open to continuous evaluation and improvement at all times
- Demonstrates an interest in and contributes to the development of students, increasing their skills and developing their ability to problem solve independently

**Education and Work Experience:**
- Bachelor’s degree or equivalent combination of education and experience
- Helpdesk experience, in a networked environment preferable
- Background in Customer Service and working with a diverse range of clients, including students

**Analytic Skills:**
- The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response.

**Language and Literacy Skills:**
- Reads and interprets documents such as operating instructions, procedure manuals, and College policies to guide own behavior. May need to spend substantial time on the telephone or in meetings to gather necessary information and plan projects. May need to respond to questions and solve problems for people using communications skills. Has the demonstrated ability to prepare or revise written reports or other documents.

**Computer/Technology Skills:**

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Other:
- Networks- working knowledge
- Networking file/account management- working knowledge
- Desktop hardware and software installation and troubleshooting- highly proficient
- Exchange administration- working knowledge
- Print server management- working knowledge

**Licenses, Certifications and Other Requirements:**
- MCP and A+ certification desired, but not required

**Physical Demands:**
Work is often performed in a typical office environment requiring:
- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- No or very limited physical effort
- No or very limited exposure to physical risk
Physical Demands (continued):
While performing the duties of Senior User Services Specialist, occasionally the employee is required to lift and/or move 10-25 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

Additional Requirements for the Job:
• Availability to work some weekends and evenings at the start of a new semester, when incidents occur off hours and as requested by management

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.