



POSITION TITLE: Computer User Support Specialist

DATE: January 2021

SALARY RANGE: Set by Letter of Employment

IMMEDIATE SUPERVISOR: VP of Business Intelligence

THIS IS A: Exempt ___ Non-Exempt X

Hourly X Salaried

Full-Time X Part-Time ___

GENERAL FUNCTION:

Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.

SUPERVISORY RESPONSIBILITY: None at this time.

DUTIES AND RESPONSIBILITIES:

Overview

1. Serve as the initial point of contact for technical support needs for STAR Center staff and clients.
2. Refurbish donated PCs for the device reuse program for people with disabilities.
3. Deliver packages to staff in-house and maintain STAR Center asset inventory database.
4. Deliver computer equipment to clients and provide setup as-needed.
5. Minor network related tasks, such as installing WiFi access points or network patch cables.
6. Other related duties as assigned or needed.

User Support

1. Answer user inquiries regarding computer software or hardware operation to resolve problems.
2. Document, track, and monitor problems to ensure a timely resolution.
3. Communicate clearly and professionally through email, on the phone, and in-person.
4. Offer guidance and training to help users solve common IT problems.
5. Detect patterns of issues and coordinate with staff regarding persistent problems.
6. Learn and assist with the troubleshooting of assistive technology.
7. Provide a high-quality and positive customer experience for STAR Center employees and clients.

Equipment Setup

1. Set up, configure, and deliver computer systems to STAR Center staff and clients.
2. Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
3. Setups and take-downs of audio-visual or other equipment.
4. Install and configure applications on desktop systems and mobile devices.
5. Install and perform minor repairs to hardware, software, or peripheral equipment.
6. Refer major hardware or software problems or defective products to vendors or technicians.
7. Recommend hardware and software for purchase.

Areas of Support

1. Desktop and laptops, including performance.
2. Mobile devices, including tablets and smartphones.
3. Desktop and mobile office and e-mail software.
4. IT services including printing, office telephones, projectors, and network access.
5. Ensure security of desktop systems, including removal of spyware or unwanted applications.
6. STAR Center client computers and assistive technology.

Includes cleaning of devices inside and out and organizing equipment

KNOWLEDGE AND REQUIRED TRAINING:

Associate's degree in computer networking or similar field preferred. CompTIA A+, MTA, or similar certifications preferred. Relevant work-related skill or experience may substitute for education and certifications.

PERSONAL RELATIONSHIPS:

In order to appropriately accomplish his/her duties, the person in this position will be required to maintain effective relationships with management personnel, clients, staff, and our community partners. This person must have an empathetic understanding of client population and be able to relate to them in a positive and supportive fashion.

PHYSICAL DEMANDS:

Ability to lift and carry items of 40 lbs. or more such as computers, monitors and printers. Ability to perform cabling of computers and phones by running wires under desks and through drop ceilings. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DISCLAIMER:

Ability to lift and carry items of 40 lbs. or more such as computers, monitors and printers. Ability to perform cabling of computers and phones by running wires under desks and through drop ceilings. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Name (Printed):

Staff's Signature:

Date: