

## **GUILFORD COUNTY SCHOOLS JOB DESCRIPTION**

### **JOB TITLE: USER SUPPORT SPECIALIST II TECHNOLOGY SERVICES DEPARTMENT**

#### **GENERAL STATEMENT OF JOB**

Under general supervision, creates and provides training to employees with various software, hardware, audio-visual, and other technical items. Creates and troubleshoots user accounts, password resets and performs related duties as required. Backs up Help Desk as needed. Employee must exercise tact and courtesy with co-workers, central office, and school employees. Employee reports to a manager in Technology Services.

#### **SPECIFIC DUTIES AND RESPONSIBILITIES**

Any one position may not include all of the listed duties. Duties to be assigned by a manager in Technology Services:

##### **Account Management:**

Administer a work-order tracking system (Help Desk) to receive and process work requests.

Follow standard help-desk procedures including maintaining strict confidentiality.

Work with Human Resources, technical teams, and other administrators to create and edit employee accounts and email distribution lists.

Works with users on password resets and account information.

##### **Help Desk:**

Administer a work-order tracking system (Help Desk) to receive and process work requests.

Follow standard help-desk procedures including maintaining strict confidentiality.

Answer incoming calls, inquiries and questions professionally; handle complaints; provide information and immediate technical assistance, if possible. Redirect problems to appropriate resource or creates a work order request for additional support.

Identify and escalate situations requiring urgent attention

##### **Training:**

Plans, coordinates, schedules and presents non-curriculum based training covering various hardware, software, and related peripheral equipment items for individuals or groups, in person or online.

## USER SUPPORT SPECIALIST II

Communicate technical information to employees in non-technical, clear terms.

Develops, produces and distributes training material on-line and in written form.

Develops, evaluates, and assembles class modules, training materials, and handouts.

Conducts assessment for technical training needs by survey or participant evaluation.

Provides follow-up support and further training assessment.

Serve as the Technology Assistants' contact for all technology information and help including assistance with the help desk ticket system.

Plan and host two Technology Assistants meetings during the school year that includes presenting new technology services initiatives, introductions to new software and hardware, and training sessions.

Relate advocacy of Technology Services' initiatives, policies, and procedures.

### **ADDITIONAL JOB FUNCTIONS**

Performs other related work as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Associate's degree in computer related or education field, and 1 to 2 years of help desk or training experience; or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Must be physically able to operate a variety of equipment and tools including computer software, computer hardware, cables, etc. Must be able to exert up to 30 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Medium Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

## USER SUPPORT SPECIALIST II

Language Ability: Requires the ability to read a variety of correspondence, technical manuals, newsletters, trade journals, etc. Requires the ability to prepare reports, forms, training materials, documentation, etc. using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to give oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including computer terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; understand and apply the theories of algebra and geometry.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using computer equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as computer equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge and experience of customer service practices.

Clear and concise oral and written communication skills and the ability to make oral presentations.

## USER SUPPORT SPECIALIST II

Knowledge of the operation of standard software application programs including spreadsheets, word processing, and desktop publishing

Knowledge of audiovisual and related peripheral equipment

Principles of training and presenting to groups.

Research software manuals and guides to respond to questions and solve problems

Working knowledge of computers and common software applications.

General knowledge of software copying rights of the school system.

Some knowledge of the current literature, trends and developments in the field of technology.

Ability to systematically determine the source of computer problems and take appropriate action.

Ability to train users on the use of equipment and various programs.

Ability to maintain complete and accurate records.

Ability to establish and maintain effective and cooperative working relationships as necessitated by work assignments.

Must work independently and as a team member

Maintain strictest confidentiality of all employee information.

### **DISCLAIMER**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.