

<b>GEORGETOWN UNIVERSITY</b>		PIN:
<b>INFORMATION TECHNOLOGY POSITION DESCRIPTION</b>		Date:
CLASS TITLE: <b>USER SERVICES SPECIALIST</b>		
Possible functional titles: Help Desk Analyst; IT Specialist		
Please check one: <input type="checkbox"/> New <input type="checkbox"/> Revised <input type="checkbox"/> Updated for files only		

**A. General Information:**

Name of Incumbent:		
Class Code:    2227	Departmental Position Title:	
Supervisor (Name, Title and Phone):		
Home Dept.#:	Dept. Name:	
Cost Center(s):		
Is this a Term position?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Exp. Date:
Number of months per year:	Number of hours per week:	

**B. Position Summary:** *This should explain why the position exists.* Choose **one** level only which describes how the position functions 80% of the time.

<p><input type="checkbox"/> <b>Entry level:</b> Serves as a source of technical assistance and support to the user community for data, voice, &amp; video hardware or software. Responds to calls for break/fix, moving/relocating, and new setups. Requires a <b>sufficiency of knowledge and skills</b> to either assist the user to fix the problem, or forwards the problem to appropriate UIS personnel. <b>Follows proscribed procedures in a clearly defined environment.</b> Is responsible for making a <b>value added contribution</b> in the resolution of problems by <b>searching for solutions within an area of learned things.</b> Works under <b>moderate supervision</b>, referring questionable situations to supervisor.</p> <p><input type="checkbox"/> <b>Intermediate level:</b> Serves as a source of technical assistance and support to the user community for data, voice, &amp; video hardware or software. Responds to calls for break/fix, moving/relocating, and new setups. Performs <b>semi-complex</b>, relatively varied tasks. In a <b>clearly defined environment</b>, is responsible for making a <b>value added</b> contribution in the resolution of problems by <b>searching for solutions within an area of learned things</b> to accomplish crisis management, either assisting the user to fix the problem, or forwards the problem to appropriate UIS personnel. Works under <b>moderate supervision</b>, referring questionable situations to supervisor.</p> <p><input type="checkbox"/> <b>Advanced level:</b> Performs <b>complex</b>, intricate task and processes requiring a <b>sufficiency of knowledge and skills</b> to provide technical assistance and support to the user community for data, voice, &amp; video hardware or software. In a <b>clearly defined</b> environment, incumbent must use <b>analytical, interpretive, or evaluative thinking</b> to make a <b>value added</b> contribution in the resolution of problems. Performs crisis management, either assisting the user to fix the problem, or forwards the problem to appropriate UIS personnel. Receives <b>periodic direction</b> from supervisor. May function as a team leader.</p>
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**C. Organizational Characteristics:** *Please attach organizational chart.*

Organizational Unit:
Reporting Responsibilities:
Supervisory Responsibilities:

**D. Principal Accountabilities: Select only those duties which directly apply to the position you are describing. You may expand on duty statements for clarity. You may add duties which are not listed, but which you feel are important.** Indicate percentage of effort (time) required. Percentages must equal 100%. You must check whether an accountability is Essential (E) or Non-Essential (NE) for Americans with Disabilities Act purposes. Please check whether task is performed (D)aily, (W)eekly, (M)onthly or on a (P)eriodic basis.

<input type="checkbox"/> 1. (%)		<b>Problem Diagnosis and Resolution</b>	
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Troubleshoot, diagnose and fix desktop hardware and software problems, this is inclusive of data, voice, & video. Assess critical nature of problem and employ emergency measures as needed. If necessary, refer problem to other appropriate UIS personnel for resolution. Open and track a service request.	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Analyze trouble calls, and provide probable cause theories to enable UIS to provide more trouble-free service. Analyzes statistical data and generates reports based on figures from calling patterns, trouble ticket frequency, software licenses, software fees, and IC resource distribution. Makes needs predictions based on these analyses.	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Manage access to computer systems such as electronic mail and high-speed network ensuring both efficient resolution of access problems and security on University systems by enforcing related policies and procedures	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Provide high-end assistance and troubleshooting for supported software packages including productivity suite, network connectivity, Internet utilities, web browser, electronic mail packages and current Mac/PC operating system utilities.	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Support and troubleshoot Resnet program supporting 2000+ student network connections in residence halls.	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Responsible for resolution of 80% or more on reported troubles.	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P		
<input type="checkbox"/> 2. (%)		<b>Customer Service</b>	
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Serve as the liaison between the user community, including parents of both current and prospective students, and the technology organization.	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Plan, organize and schedule department and multiple user moves, adds, changes to data, voice, & video equipment.	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Support upgrades for mission-critical systems, such as electronic mail, word processing, or operating systems by providing formal training either in a classroom or onsite, by upgrading software, and by writing documentation.	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Provide appropriate and accurate referrals for problems with non-UIS-supported software.	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Coordinate, delegate and provide follow up for service requests from users requiring non-UIS technology support provider assistance including but not limited to Lauinger Library, Audio-Visual Department, Office of the Registrar.	
<input type="checkbox"/> 3. (%)		<b>Other Related Duties may include:</b>	
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Analyzes statistical data and generates reports based on figures from calling patterns, trouble ticket frequency, software licenses, software fees, and IC resource distribution. Makes needs predictions based on these analyses.	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Coordinates Georgetown University telephone directory: compiles all information for directory.	

	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<input type="checkbox"/> 4. ( %)		
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	

### E. Dimensions:

Number of Persons Supervised:	Direct:	Indirect:
Number of Students Supervised:	Direct:	Indirect:

### Leadership: Check the most descriptive statement for the job as a whole.

<input type="checkbox"/> 1)	“Work/Project Leader”: answers general questions and provides assistance; maintains assignment completion schedules; performs the same tasks as others.
<input type="checkbox"/> 2)	“Team Leader”: advises and directs the teams; answers complex questions functioning as an expert resource; maintains assignment completion schedules. Performs the same and higher level tasks.
<input type="checkbox"/> 3)	Supervisor: <u>participates</u> in the selection process of new employees; assists with performance appraisals; disciplinary problems are referred to a higher level. Performs similar and higher level tasks.
<input type="checkbox"/> 4)	Supervisor: <u>solely responsible</u> for hire/fire decisions; performance appraisals; employee training and development; handles disciplinary problems. <b>This person will be evaluated on these decisions.</b>
<input type="checkbox"/> 5)	Supervisor: responsible for multiple units or areas, each with supervisors who have hire/fire authority.
<input type="checkbox"/> 6)	Not applicable to this position.

### Complexity of Work: Check the most descriptive statement

<input type="checkbox"/> 1)	Routine: Primarily deals in one singularly directed functional area. Awareness of related areas is not significant.
<input type="checkbox"/> 2)	Semi-complex: Requires some integration of different but relatively similar bodies of knowledge and/or functions. Some analytical ability becomes prevalent.
<input type="checkbox"/> 3)	Complex: Functions differ significantly from each other or a major function is broad and requires integration of differing complicated bodies of knowledge. Analytical ability is clearly required.
<input type="checkbox"/> 4)	Very Complex: Involves complicated bodies of knowledge/functions that differ substantially from each other.

### Freedom of Action: Check the most descriptive statement

<input type="checkbox"/> 1)	General Supervision: Proceeds on regular tasks, referring questionable situations to supervisor.
<input type="checkbox"/> 2)	Very General Supervision: Resolves most questions, accomplishes most tasks without guidance.
<input type="checkbox"/> 3)	Little Guidance: Performs complex functions, establishes priorities, resolves issues, rarely refers to supervisor.
<input type="checkbox"/> 4)	Plans, develops, and implements functions/projects for functional unit(s) or team(s).
<input type="checkbox"/> 5)	Other (explain):

### Impact: Check the most descriptive statement

<input type="checkbox"/> 1)	Decisions could positively or negatively affect the immediate work, individual user or group of users.
<input type="checkbox"/> 2)	Decisions could positively or negatively affect a large group of users, entire department, or networked systems.
<input type="checkbox"/> 3)	Decisions could positively or negatively affect multiple departments.
<input type="checkbox"/> 4)	Other (explain):

**Interactions:** *Check the most descriptive statement and describe contacts*

- 1) Exchange basic information and normally requires ordinary courtesy and effectiveness in informing others.
  - 2) Exchange and interpret information requiring understanding to influence others.
  - 3) Exchange, analyze, and interpret information requiring various approaches to influence others.
- Describe the people with whom this position has regular contact. Identify level and title of GU positions or describe persons outside GU:

**Fiscal Responsibility:**

Budget responsibilities (creation or disposition) or salary dollars:

Capital inventory affected:

**Physical Working Conditions:** *Describe physical environment, lifting, walking, fumes, odors, etc.*

**F. Minimum Qualifications:**

Academic Level:       High School       College       Bachelor's       Master's       Doctorate  
Degree Program (list):

Practical Experience in Years: *Check appropriate box and fill in type of experience required.*

- 1) Entry level: 1 year work experience in...
- 2) Intermediate level: 2-3 years work experience in...
- 3) Advanced level 4+ years work experience in...

Technical Qualifications or Specialized Certification:

Other Skills:

**G. Additional Information About this Position:**

*Supplementary information as applicable. List responsibilities that have changed since the last position description was done, or reasoning behind creating a new position. List all special skills required, characterized as mandatory or desired.*

**H. Signatures:**

Incumbent:

Supervisor:

Dept. Head or Authorizing: