AUBURN
Human Resources

Endpoint Support Assoc

Job Description

JOB INFORMATION

Job Code	MA35
Job Description Title	Endpoint Support Assoc
Pay Grade	IT03
Range Minimum	$45,350
33rd %	$52,910
Range Midpoint	$56,690
67th %	$60,470
Range Maximum	$68,030
Exemption Status	Exempt
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JOB FAMILY AND FUNCTION

Job Family:	Information Technology
Job Function:	IT User Support

JOB SUMMARY

Under close supervision, provides consultative and technical support services to campus constituents to ensure timely problem resolution, system/data access, and optimal system performance. Provides support for desktop, mobile computing, and client/server technology to include, but not limited to, installing and configuring computer hardware for clients, installing and configuring software on computers, troubleshooting technology problems, and recommending hardware and software appropriate for its intended use. Provides consulting on routine technology solutions.

RESPONSIBILITIES

- Provides high-quality customer service through courteous and professional communication with guidance from more senior team members. Builds and maintains effective relationships with consistent follow-up and documentation.
- Provides technical support to constituents to resolve first-tier common desktop software, application, and communication issues in an efficient and timely manner. Accurately documents request history and routes more complex second- and third-tier requests to the appropriate technical personnel.
- Provides timely resolution of problem or escalation on behalf of the client.
- Provides basic consultation, support, and instruction for clients.
- Assists senior employees with the implementation of standard operating procedures and customer service guidelines.
- May assist senior employees with the development of new applications, resources, and tools.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum

requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	No specific discipline. Degree in IT or related field preferred.	and	0 years of	Relevant IT experience in a service environment or university setting.	Or
Associate's Degree	No specific discipline. Degree in IT or related field preferred.	and	4 years of	Relevant IT experience in a service environment or university setting.	Or
High School Diploma or GED	High School/GED General education	and	8 years of	Relevant IT experience in a service environment or university setting.	

Substitutions Allowed for Education	Yes
Substitution allowed for Education: When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Basic understanding of the business environment of a large university system including its policies, and its operating procedures.	And
General knowledge of information technology concepts and terminology, desktop OS and supported software applications, network fundamentals, IP protocol, and fundamental troubleshooting techniques.	And
Ability to troubleshoot and resolve issues with voice communications	And
Knowledge of desktop ticketing systems.	And
Excellent communication skills both written and verbal.	And
Proficiency with professional computer systems and office applications. MS Office, Apple iOS, Windows platforms	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting				X		
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking					X	

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:

Ability to see information in print and/or electronically and distinguish colors.