



Endpoint Support Assoc

J O B D E S C R I P T I O N

JOB INFORMATION	
<i>Job Title:</i>	Endpoint Support Assoc
<i>Auburn Title:</i>	Assoc, Endpoint Support
<i>Job Code:</i>	MA35
<i>FLSA Classification:</i>	Exempt
<i>Salary Grade:</i>	IT03 \$38,900 - \$58,400
<i>Organizational use restricted to the following divisions:</i>	
JOB FAMILY AND FUNCTION	
<i>Job Family:</i>	Information Technology
<i>Job Function:</i>	IT User Support
<i>Family Description</i>	
<p>This job family manages or performs work associated with analysis, design, implementation, operation, deployment, and support of the organization's information technology resources (including computer hardware, operating systems, communications, software applications, data processing and security), telecommunication systems, and software/database products by internal staff, outsourcing staff, or consultants. Activities include developing information technology strategies, policies and plans; maintenance and use of information technology resources; training and supporting technology users; telecommunications network planning, operations and site acquisition; programming software/database products for sale to external customers; developing PC, online, and mobile games; and internet product management & operations.</p>	
<i>Function Description</i>	
<p>Responsible for providing support to employee end users in areas of personal computers/servers/mainframe applications, data/voice network, and ERP systems including: •Acquiring, installing, and upgrading PC components & software and planning for/responding to service outages •Diagnosing problem source through discussions with users and coordinating with internal organization support and operations groups and/or with vendors to resolve problems •Responding to user requests to research complex problems associated with the organization's telecommunications networks (voice and/or data) •Providing real-time end user ERP systems support, problem identification, and training to facilitate knowledge transfer and prevent problem reoccurrence and knowledge transfer</p>	
JOB SUMMARY	
<p>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.</p>	
KEY RESPONSIBILITIES	
	<i>% TIME</i>
<ul style="list-style-type: none"> 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. 	20%
<ul style="list-style-type: none"> 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. 	20%

• Provides timely resolution of problem or escalation on behalf of the client.	15%
• Provides basic consultation, support, and instruction for clients.	15%
• Assists senior employees with the implementation of standard operating procedures and customer service guidelines.	10%
• May assist senior employees with the development of new applications, resources, and tools.	10%
• Performs other related duties as assigned by the supervisor.	10%

The above key responsibilities are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position and the percent of time spent on each duty varies based on department needs.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform the minimum requirements listed below. The requirements listed below are representative of the skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the key responsibilities.

Minimum Education and Experience

Education Level	Field of Study		Years of Experience	Area of Experience	
Bachelor's Degree	No specific discipline. Degree in IT or related field preferred.			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	Relevant IT experience in a service environment or university setting.	Or
High School/GED	General education	And	8	Relevant IT experience in a service environment or university setting.	

Minimum Skills and Abilities

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

Minimum Technology

Technology	Technology Details	
Proficiency with professional computer systems and office applications.	MS Office, Apple iOS, Windows platforms	

Minimum Licenses and Certifications

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

Approved 11/10/2019
Date: