**End User Support Specialist I Standard Job Description**

**Classification Title:** End User Support Specialist I

**FLSA Exemption Status:** Exempt

**Pay Grade:** 66

**Job Description Summary:**

The End User Support Specialist I, under general supervision, performs routine end user support functions.

**Essential Duties and Tasks:**

**40% Technical Support and Troubleshooting**

* Troubleshoots a variety of end user computing and connectivity issues.
* Provides frontline hardware and software break-fix, advanced troubleshooting, and issue resolution.
* Investigates, troubleshoots, and resolves workstation and network issues.
* Researches issues and recommends solutions to enhance user experience.
* Evaluates and follows through on issues and problems until resolved or escalated.

**20% User Training and Documentation**

* Provides training to end users on the use of widely used applications and various specialized software applications.
* Creates documentation with common troubleshooting steps and updates it regularly.
* Conducts periodic one-on-one and large group training on various IT-related tools or topics.
* Assists management in planning and coordinating training for Help Desk End User
* Support Service new hires.
* Reviews the accuracy of documentation for self-service and Help Desk procedures.

**10% Compliance and Best Practices**

* Shares knowledge with end users on security best practices to safeguard sensitive data.
* Ensures compliance with organizational policies related to IT security and data privacy.
* Monitors and maintains system security to protect user information.

**10% Project Coordination and Resource Management**

* Works with departmental staff to understand and outline goals and objectives for technology needs.
* Provides estimates and progress reports to end users and stakeholders.
* Participates in training and professional development sessions to enhance technical skills.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* Bachelor’s degree or equivalent combination of education and experience.
* Four months (1 semester) of student worker and/or customer service experience.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively others.
* Knowledge of word processing and spreadsheet applications.
* Knowledge of advanced IT, intermediate troubleshooting, client relations, formulating and contributing ideas, and knowledge of the Information Technology Interface Library (ITIL).

**Machines and Equipment:**

* Computer: 30 hours
* Phone: 5 hours

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This role may require working outside of standard office hours, including evenings, weekends, and holidays, to support the demands of technology services and ensure the seamless operation of essential systems.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**