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

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

**FLSA Exemption Status:** Exempt

**Pay Grade:** 67

**Job Description Summary:**

The End User Support Specialist II, under general supervision, performs complex and non-routine specialized end user support functions, such as troubleshooting, analysis, research, de-bugging, and problem-solving.

**Essential Duties and Tasks:**

**40% Technical Support and Issue Resolution**

* Troubleshoots a variety of complex end user computing and connectivity issues.
* Evaluates and follows through on issues and problems until resolved or escalated.
* Provides consultative service and troubleshooting support to faculty and staff.
* Provides resolutions to technical issues presented by end users.
* Collaborates with other technical staff for the evaluation of new technologies to determine their applicability to end user needs.

**20% User Training and Documentation**

* Provides training to end users on the advanced use of widely used applications and various specialized software applications.
* Helps develop end user training materials.
* Conducts periodic one-on-one and large group training on various IT-related tools or topics.
* Reviews the accuracy of documentation of end user support methods and procedures.
* Produces reports and summaries for management and users, including status reports and problem reports.

**10% Project Coordination and Management**

* Assists project leader with developing work plans and time schedules for projects.
* Collaborates with technical staff on the implementation of new technology deployments.
* Participates in change management and problem tracking activities.
* Advises others in the organization on recommended equipment for their technology needs.

**10% Communication and Engagement**

* Provides timely updates and effective communication to keep campus members informed through resolution.
* Consistently engages campus members in a professional and friendly manner.
* Promotes IT initiatives and establishes partnerships within the campus community.
* 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.
* Three years of experience in user IT consulting.

**Required Licenses and Certifications:**

* None

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

* Ability to multitask and work cooperatively others.

**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**