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

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

**FLSA Exemption Status:** Exempt

**Pay Grade:** 69

**Job Description Summary:**

The End User Support Specialist III, under direction, serves as technical lead for end user services. Provides technical oversight for the application of and compliance with technical standards. Coordinates the technical activities of an end user support team. Completes reports and summaries for management and users including project status reports, problem reports, and progress summaries.

**Essential Duties and Tasks:**

**40% Technical Oversight and Support**

* Coordinates the technical activities of a project team.
* Troubleshoots a variety of complex end user computing and connectivity issues.
* Provides advanced guidance, recommendations, and solutions in the use or selection of hardware and software products.
* Coordinates the evaluation of new technologies and makes recommendations based on their applicability to end user needs.
* Serves as a point of contact for escalated support issues and collaborates with technical staff to resolve issues.

**20% User Training and Documentation**

* Coordinates training to end users on the advanced use of widely used applications and various specialized software applications.
* Helps develop and maintain technical documentation, user guides, and troubleshooting manuals to support faculty and staff.
* Reviews the accuracy of documentation of end user support methods and procedures.
* Conducts periodic training sessions for faculty, staff, and students on IT-related tools and topics.
* Completes reports and summaries for management and users, including status reports and progress summaries.

**10% Project Coordination and Management**

* Collaborates with the project leader to develop work plans and time schedules for projects.
* Helps coordinate and monitor the problem management process.
* Assists with the creation and maintenance of internal training and process documentation regarding procedures.
* Participates in training and professional development sessions to enhance technical skills.

**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.
* Monitors and addresses assigned work daily to ensure quality and compliance.

**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.
* Five 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**