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

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

**FLSA Exemption Status:** Exempt

**Pay Grade:** 70

**Job Description Summary:**

The End User Support Specialist IV, under general direction, provides technical leadership and oversight for deployment and delivery of enterprise-wide end user support projects or services. Participates in mentoring, training, and development of other employees.

**Essential Duties and Tasks:**

**40% Leadership and Oversight**

* Serves as the technical team lead for support staff in the Tier 2 support team.
* Provides oversight for ticket escalation and issue resolution.
* Coordinates and monitors the problem management process, including backup support.
* Leads the research of issues consistent with Tier 2 support, including in-depth testing and analysis.
* Provides feedback and recommendations to leadership as needed.

**20% User Training and Documentation**

* Oversees the development and maintenance of documentation for end user support methods and procedures.
* Constructs documentation for internal and external facing knowledge base articles.
* Develops and coordinates updates to training materials for faculty, staff, and student workers.
* Curates documentation to ensure up-to-date information is shared with users.
* Mentors and trains other employees in resolving various issues.

**10% Security and Compliance Management**

* Establishes protocols and processes for problem management and support related to security and access.
* Conducts periodic reviews of security logs and account usage records to ensure compliance.
* Investigates security violations and recommends appropriate actions to protect system integrity.
* Tracks relevant statistics regarding account management activities and customer help requests.

**10% Technical Problem Solving**

* Consults with computing personnel, vendors, and representatives in resolving complex operational problems.
* Coordinates with technical teams to resolve access issues efficiently.
* Completes reports and summaries for leadership, including problem reports and progress summaries.

**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.
* Eight 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**