



Information Technology Job Function

IT Support Associate II

Grade 55

This is a model job description. The duties listed below are representative and characteristic of the duties required. They are intended to suggest a general level of skill and complexity and as such are not a substitute for the specific descriptions for individual positions.

Summary

Position's primary focus may be in the areas of computer operations, computer repair, wire and cable installation, user and desktop support (hardware and software), helpdesk, and data management. Performs a variety of complex information technology support duties to ensure smooth delivery of technology services. Monitors, operates, coordinates, assists and trains others in the operation of computer hardware, software, and peripherals in order to achieve desired result. Utilizes computer equipment, software and diagnostic tools to perform a broad range of customer assistance, production job processing, equipment maintenance and repair and computer operations assignments. Works independently with minimal supervision and may assist in training, scheduling and distributing work of other staff members, students, casuals and temporary workers. Updates supervisor on status of projects and technical issues. Exercises judgment and creativity in selecting and applying procedures correctly, and determines when to refer problems to the supervisor or the next level of support. May provide information and training to students, staff, faculty, or general public on established policies and procedures, or services provided.

Typical Duties

1. Acts as lead to provide technical support in the use of personal computer hardware, software, and specialized mainframe technology or operates a multi- platform, complex computer environment or monitor the production scheduling, execution, and successful completion of production jobs;
2. Sets up and configures desktop computers, peripherals and accounts assigning security level;
3. Installs software and installs and repairs hardware and peripherals;
4. Tests and debugs programs;
5. Troubleshoots, diagnoses problems, implements corrective action procedures and/or escalates to other technical resources as appropriate;
6. Serves as technical resource to unit;
7. Maintain, update or create systems, databases and web pages using front-end user-enhanced web tools within prescribed guidelines;
8. Administers user accounts;
9. Designs and produces moderately complex reports;

10. Researches and recommends system equipment upgrades;
11. Sets up and submits production jobs and edits and debugs computer output;
12. May act as team leader;
13. Troubleshoots, repairs and maintenance for computer equipment (e.g. microcomputers, disk drives, and laser printers) tests personal computers and peripherals on a network to diagnose, hardware versus software problems;
14. Acts as a customer liaison for the computing operation, communicating, resolving, and/or initiating the resolution of problems and concerns;
15. Develops and tests complex user documentation; works with hardware vendors to resolve equipment failures/problems;
16. May perform routine security checks on the system;
17. Installs, repairs and removes wire and cable lines;
18. Participate in complex technical projects;
19. Contributes to unit goals by accomplishing related duties as required. May have budgetary responsibility for purchasing IT equipment and monitoring within a prescribed budget

Typical Requirements

Education: College degree strongly preferred. High school graduate or equivalent with data processing training, computer operations training, or experience in a multi-operation system or production control environment preferred.

Skills and Experience: Three to five years of related experience with computers or wire and cable providing customer service in a technological environment. May require the knowledge of a variety of hardware, software, programming languages, and operation systems. May be tested on appropriate computer skills as required.

Other [HUCTW generic job descriptions](#) can be found in HARVie's Union Contracts section.