**Pittsburg State University**

**Job Description**

**Information Technology Support Specialist (G0N115)**

**FLSA Status:** Non-Exempt  
**Grade: 009 Hourly Staff**

**Job Family:** Information Technology

**Career Ladder:**

**Updated: 04/24/2019**

***The Job Description is the document used to assign positions to jobs. The Position Description is the document that provide details about a position that has been assigned to the job. The Position Description includes specific duties performed by the employee on the position, including the percentage of time duties are performed. The Position Description also identifies preferred education and experience and competencies (knowledge skills and abilities) in addition to those identified in the Job Description. Details in the Position Description are used to assess the performance of the employee assigned to the position.***

**General Description of Job – Primary Function, Supervision and Instruction Received, and Interactions**

*The information in this section includes the primary function of the job (what positions assigned to the job must accomplish) and the major objective (why that function is performed). Additional information may be added in the Position Description.*

**Primary Function:** The primary function of the Information Technology Support Specialist job is to implement IT support for students, staff, and other users at an assigned department or for the university. Support can include instituting, maintaining and managing IT software and hardware. May be required to administer training, on a group or individual basis, relating to the use of common office software or specialized software used within the organization.

**Supervision and Instruction Received:** Positions assigned to the Information Technology Support Specialist job typically report to the Director or other appropriate administrator. Instruction received is under administrative supervision. The supervisor sets the overall objectives and resources available. Supervisor and employee, in consultation, develop deadlines, projects, and work to be done. The employee plans and carries out the assignment, resolves most of the conflicts, coordinates work with others and interprets policy on own initiative. The employee keeps the supervisor informed of progress, potentially controversial matters, or far-reaching implications.

**Interactions (purpose, with whom, frequency):** The Information Technology Support Specialist interactsdaily with university students, administrators, faculty and staff to provide information about areas of responsibility and as a liaison within the organization for fine tuning IT software and hardware problems.

**Examples of Essential Duties and Responsibilities**

*The following are examples of essential duties and responsibilities that may be required for a position assigned to this job. Specific duties and the percentage of time performed are found in the Position Description for the position assigned to this job.*

1. Recommend, schedule, and perform repairs and maintenance to ensure desktop integrity to clients in assigned coverage area within established standards and guidelines.
2. Administer IT support for computer hardware, printers, and related equipment; tasks include debugging, renovating, and fine-tuning new and current machines, among other assignments.
3. Assist students, staff, and faculty on matters related to IT software and hardware.
4. Ready new and upgraded computers to be integrated with networks.
5. Implement hardware and software upgrades for computers and other IT technology.
6. Assist users with fulfilling technological requirements in on-campus and off-campus locations, including setting up hardware and providing network and internet access.
7. Perform any other related duties as required or assigned.

**Leadership, Supervisory or Management Responsibilities**

Mark an “X” next to the one statement which best describes the job, if applicable.

|  |  |
| --- | --- |
|  | Lead worker (assigns, trains, schedules, oversees, or reviews the work of others) |
|  | Supervisor (plans, staffs, evaluates and directs work of employees in a work unit) |
|  | Indirect Supervisor (delegates authority to carry out work of a unit to subordinate supervisors or managers) |

The number of employees led, supervised, or managed is included in the position description.

**Minimum Education and Experience – Required at Hire**

*The following minimum education and experience is required at time of hire. Addition education and experience may be preferred. Preferred education and experience is identified in the Position Description.*

* High school diploma or equivalent.
* Two years of experience in a related field. Education may be substituted for experience as determined by the university.

**Examples of Competencies – Knowledge, Skills and Abilities (KSA’s):**

*The competencies listed below are representative of the knowledge, skill, and/or ability that may be required. Specific competencies and frequency performed are found in the Position Description for the position assigned to this job.*

1. **Knowledge**

* **Computers and Electronics** — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
* **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services.
* **Engineering and Technology** — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
* **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
* **Mechanical** — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
* **Public Safety and Security** — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
* **Shared Governance** – Knowledge of the principles and methods of working in an environment where responsibility is shared by faculty and administrators.

1. **Skills**

* **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
* **Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
* **Coordination** – Adjusting actions in relation to others’ actions.
* **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
* **Equipment Maintenance** — Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
* **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
* **Mathematics** — Using mathematics to solve problems.
* **Monitoring** – Monitoring/Assessing performance of yourself, other individuals or organizations to make improvements or take corrective action.
* **Operations Analysis** — Analyzing needs and product requirements to create a design.
* **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
* **Repairing** — Repairing machines or systems using the needed tools.
* **Service Orientation** — Actively looking for ways to help people.
* **Social Perceptiveness** – Being aware of others’ reactions and understanding why they react as they do.
* **Speaking** — Talking to others to convey information effectively.
* **Systems Analysis** — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
* **Time Management** — Managing one's own time and the time of others.
* **Troubleshooting** — Determining causes of operating errors and deciding what to do about it.
* **Writing** – Communicating effectively in writing as appropriate for the needs of the audience.

1. **Abilities**

* **Arm-Hand Steadiness** — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
* **Collaboration** - Ability to work collaboratively with all stakeholders (faculty, community partners, staff, etc.) to build/sustain internal and external relationships.
* **Deductive Reasoning** The ability to apply general rules to specific problems to produce answers that make sense.
* **Diversity –** The ability to effectively work in a diverse educational setting.
* **Finger Dexterity** — The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
* **Inductive Reasoning** – The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
* **Manual Dexterity** — The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
* **Multi-Task and Deadlines** - The ability to manage multiple tasks and meet deadlines.
* **Near Vision** — The ability to see details at close range (within a few feet of the observer).
* **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
* **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
* **Problem Sensitivity** – The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
* **Relationships** – The ability to work in a collegial environment with shared governance, and to establish and cultivate relationships inside and outside the University.
* **Speech Clarity** – The ability to speak clearly so others can understand you.
* **Speech Recognition** – The ability to identify and understand the speech of another person.
* **Visualization** — The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged.
* **Written Comprehension** – The ability to read and understand information and ideas presented in writing.
* **Written Expression** – The ability to communicate information and ideas in writing so others will understand.

1. **Work Activity**

* **Analyzing Data or Information** — Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
* **Communicating with Persons Outside Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
* **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
* **Documenting/Recording Information** – Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
* **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others and maintaining them over time.
* **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.
* **Handling and Moving Objects** — Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
* **Identifying Objects, Actions, and Events** — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
* **Inspecting Equipment, Structures, or Material** — Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.
* **Interacting With Computers** — Using computers and computer systems to enter data, or process information.
* **Interpreting the Meaning of Information for Others** — Translating or explaining what information means and how it can be used.
* **Making Decisions and Solving Problems** – Analyzing information and evaluating results to choose the best solution and solve problems.
* **Monitor Processes, Materials, or Surroundings** — Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
* **Organizing, Planning, and Prioritizing Work** — Developing specific goals and plans to prioritize, organize, and accomplish your work.
* **Processing Information** — Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
* **Repairing and Maintaining Electronic Equipment** — Servicing, repairing, calibrating, regulating, fine-tuning, or testing machines, devices, and equipment that operate primarily on the basis of electrical or electronic (not mechanical) principles.
* **Scheduling Work and Activities** — Scheduling events, programs, and activities, as well as the work of others.
* **Thinking Creatively** — Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.
* **Updating and Using Relevant Knowledge** — Keeping up-to-date technically and applying new knowledge to your job.

**Environmental Conditions (Hazards, Risks or Discomforts)**

*The environment conditions listed below are representative of the environmental conditions that may be present for a position assigned to this job. Environmental conditions for a position are found in the Position Description for the position assigned to this job.*

* General office conditions.
* May be exposed to moderate noise levels.
* Work requires moderate physical exertion.
* May be exposed to oils from machinery; may be exposed to electrical shocks if equipment is handled incorrectly

**Equipment or Machines Used**

*The following are examples of equipment or machines that may be regularly used to perform the duties of the position. Specific equipment and the frequency used is found in the Position Description for the position assigned to this job.*

* Office Equipment, such as printers, copiers, fax machines, and calculators.
* Communication Equipment, such as smartphones and multi-line telephones
* Computers and Peripherals, such as computers, scanners Desktop Office
* Cable Installation Equipment, such as cable tester, cable tracker, wire connectors, pliers and wire strippers
* Electronic repair equipment such as test equipment, production equipment, digital multimeters, spectrum analyzers.

**License or Certification Required by Statute or Regulation**

*List license(s) or certification(s) appropriate for the position. Indicate those that are required by statute or regulation at time of hire.*

None

**Additional Requirements**

*The following are examples of additional requirements that may be required to perform the duties of the position. Additional requirements for a position are found in the Position Description for the position assigned to this job.*

* May be required to work on evenings and weekends.
* Regular attendance is a necessary and essential function.
* Satisfactory Pre-Hire Background Checks Required:
  + Sex Offender Registry Check
  + Criminal Record

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