Employment Opportunity

Date Posted: 15 April 2015

CLOSING DATE: Open Until Filled

POSITION: PC Support Specialist

DEPARTMENT: Information Technology

SUPERVISOR: Director of User Support Services

SUMMARY: Provide computing support for all end-user workstations, software and hardware applications. Acts as intermediary between faculty, staff, and students for user-level network and desktop computer technical support and computing services.

RESPONSIBILITIES:
- Install, configure, troubleshoot, update, and maintain university desktop computers, peripherals, tablets and software for faculty and staff.
- Ensure student network connectivity by creating new accounts, maintaining existing accounts, handling account access, and troubleshooting connectivity issues.
- Install, configure, troubleshoot, update, and maintain university software for faculty and staff.
- Conduct diagnostic tests to investigate and resolve problems.
- Answer user questions regarding computer software or hardware operations to resolve problems.
- Coordinate with team members, Network Computing staff, and Banner Web staff to effectively resolve issues/questions.
- Maintain record of daily communications, problems and actions taken to resolve them, and outcomes.
- Interface with outside vendors or technicians regarding repairs or replacement of defective equipment.
- Train/guide faculty/staff in the proper use of hardware or software.
- Confer with users, supervisor, and management to establish requirements for new systems or modifications.
- Define, refine and implement strategies for managing technical issues across campus.
- Support the development and implementation of processes and/or procedures that will ensure the quality of services provided.
- Assist in supervising student workers for the user support office and computing labs.
- Stay current with relevant advances in technologies.
- Perform other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:
- Four years of college, or two years of college and the equivalent combination of experience.
- Willingness to respond quickly and efficiently to the needs and requests of others.
- Ability to adapt to changing requirements or priorities.
- Ability to provide oral and/or written recommendations and/or instruction related to computer software and hardware in a clear and constructive way.
- Knowledge of PC, MAC, a variety of software and mobile devices.
- Knowledge of computing requirements in an enterprise setting.
COMPENSATION: This full-time, non-exempt position pays an hourly wage. Salary is based on experience and qualifications within an established pay range. Benefits include eligibility to participate in medical, dental, life & disability insurance; paid vacation, holiday and sick leave; tuition waiver for employee and family; and cafeteria and retirement plan contributions as described in the employee handbook.

EMPLOYMENT ELIGIBILITY: All new employees must provide documented proof of their identity, employment eligibility, and pass a criminal background check.

APPLICATION PROCEDURES: All applications should be submitted online. Inquiries regarding a posting can be made via fax, email or in person at:

Office of Human Resources  Fax: (972) 721-4095
Carpenter Hall  E-mail: hr@udallas.edu
1845 E. Northgate Dr.
Irving, TX 75062