

Southern Illinois University
School of Medicine

Position Description

INCUMBENT _____ **CSN** SMS.CS.N
CLASSIFICATION Information Technology Support Associate **DATE** _____
DEPARTMENT/DIVISION Information Technology **FSLA Status** Non-Exempt

Position Function

This position provides microcomputer hardware and software support to Information Technology and to the departments supported by Information Technology. This position assists Information Technology clients and participates in Information Technology teams to further the development of the information "commons" at the School of Medicine.

Organizational Relationship

This position reports to the Service Desk Manager, who reports to the Associate Director of Information Technology, who reports to the Director of Information Technology, who reports to the Executive Director of Information Technology, who reports to the Dean.

Duties and Responsibilities

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if work is similar, related or a logical extension of position responsibilities.

Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

95% Hardware and Software Support

1. Works with higher-level support technicians to provide first-line computer support for the Department of Information Technology and units/departments supported by Information Technology, and other departments within the School as needed. Troubleshoots and resolves moderately complex software and hardware problems. Consults with higher-level specialists to resolve problems, when necessary.
2. Installs, configures, and updates operating system, application, and communication software on personal computer workstations.
3. Installs microcomputer hardware, peripherals, and software. Tests hardware, software, and peripherals for compatibility.
4. Configures operating system, application, and communication software to allow printing to local and network printers as well as School installed printer/copier/scanners.
5. Tests operating system, application, and communication software installations for proper start-up and exit; for the reliable saving, printing, and retrieving of documents from that application; and for access to on-line help.
6. Diagnoses and resolves computer hardware and software issues.
7. Documents service requests, applications and systems using provided ticket tracking and documentation systems.

8. Manages video conference and resource calendar schedules, including scheduling, updating and removing meetings as requested, in addition to monitoring and troubleshooting problems, and updates web pages and calendaring system accordingly.

5% Network Support

1. Assists with campus computer network cabling moves, additions, and changes.
2. Establishes and maintains documentation relevant to network modifications.

Minimum Acceptable Qualifications

Credentials to be verified:

1. High School Graduation or equivalent AND
2. Any one, or any combination, that totals one year from the following categories:
 - a. progressively more responsible work experience in an Information Technology (IT) related profession; or
 - b. college course work which included Information Technology (IT), or a closely related discipline (60 semester hours, or Associate's Degree, = one year) AND
3. One year work experience providing end-user technical support or related help-desk support specifically supporting the configuration and maintenance of Microsoft Windows operating systems (experience can be in conjunction with requirement #2));* AND
4. Possession of a valid Illinois Driver's License and an automobile to carry out the duties of this position.

*Note: Bachelor's Degree in Computer Science, Information Technology or a closely related field may be substituted for requirements #2 and #3 above.

Skills and Abilities Needed for the Position

The person in this position must have a logical orientation to problem solving, in addition to the following specific knowledge.

1. Must have good knowledge of computing practices, methods, principles, and techniques and be able to conduct hardware/software/network malfunction investigations and diagnostic testing.
2. Expertise with common office productivity software, electronic mail and calendaring.
3. Must have good knowledge of microcomputers and their operating systems.
4. Ability to plan, coordinate, and implement chronological operations. Possess strong analytical and troubleshooting skills. Must possess the ability to act independently, manage multiple ongoing projects, see tasks through to completion in an orderly and timely fashion, and work well with a team.
5. Must possess excellent interpersonal skills in training, advising, and assisting end users with microcomputer equipment, software, and networking.
6. Must possess good organizational skills, the ability to act independently, and the persistence to see tasks through to completion in an orderly fashion.
7. Must be able to exercise good judgment.
8. Sensitive to the needs of underrepresented minority populations.

Responsibility

- A. Supervisory Controls – Under the direct supervision of the Service Desk Manager, this position is expected to independently prioritize requests from multiple areas, seeking direction from supervisor, if conflicts arise.
- B. Guidelines – This person functions under applicable guidelines established by SIU School of Medicine and Information Technology.

Difficulty

- A. Complexity – Must have excellent skills in expressing and/or translating technical functions of computing systems into non-technical terms and vice versa.
- B. Scope and Effect – Academic, research, clinical and administrative departments throughout the campus to provide technical support to Information Technology and other departments within the School.

Personal Contacts

Personal contacts consist of face-to-face, electronic mail, telephone, and written communications with faculty, staff, students, and residents, Information Technology personnel, and vendors.

Environmental, Health and Safety Responsibilities

Participates in meetings, trainings and other environmental, health and safety activities as required by SIU School of Medicine.

Working Conditions

The employee must have adequate manual dexterity to facilitate repair of small and / or delicate mechanical and / or electrical equipment and be able to move equipment of up to 75 pounds for short periods of time. Work includes constant use of computing equipment including video screens and key entry devices. Travel is frequent between School of Medicine sites within Springfield and occasional to sites in other cities. See attached *Physical and Environmental Requirements* form.

INCUMBENT: _____ DATE _____

REVIEWED BY: _____ DATE _____

Immediate Supervisor

_____ DATE _____

Department Head/Chair