JOB DESCRIPTION

Computer Support Specialist I

Definition of Class
The incumbent performs duties associated with providing assistance to the users of computing and telecommunications equipment, answers inquiries regarding administrative applications (such as SAP), equipment problems or utilizing software packages, operating systems and networking applications. Refers inquiries to proper technical or programming support group that cannot be resolved over the telephone. Incumbent relieves supervisor of routine administrative duties and has the authority to exercise discretion and judgment in a wide a variety of areas.

Examples of Work Performed
Answers calls from users that are seeking assistance with computing, applications, and telecommunication problems; determines if problem is software, hardware, network or telecommunications related. Attempts to diagnose problem and assists user in implementing solution via the telephone, internet, and on-site service.

Assists users in learning software packages, operating systems and networking applications by giving instructions based on user’s level of computer efficiency.

Logs in calls to caller tracking database. Prioritizes the urgency of the requests for service support personnel and routes requests to the appropriate technical or programming support team.

Follows up on requests to ensure resolution and user satisfaction.

Handles password issues for general-purpose and for administrative applications.

Configures computers for students, faculty and staff to dial-in or connect directly to the University’s computer host.

Removes viruses and spyware from student, faculty, and staff computers.

Assists in training student workers to ensure quality assurance.

Performs related or similar duties as required or assigned.

Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Answers inquiries from computer users seeking assistance with computing, applications, and telecommunication equipment. Refers unresolved problems to the proper technical or programming support personnel.

2. Logs in calls to caller tracking database

Minimum Qualifications
These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate’s ability to perform all essential functions.
of the position.

**Physical Requirements**: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

  **Physical Exertion**: The incumbent may be required to lift up to approximately 25 pounds.

  **Vision**: Requirements of this job include close vision and color vision.

  **Speaking/Hearing**: Ability to give and receive information through speaking and listening.

  **Motor Coordination**: While performing the duties of this job, the incumbent is regularly required to sit, talk or hear; and use hands to finger, handle or feel objects, tools, or controls. The incumbent occasionally required to stand; walk; stoop, kneel, crouch or crawl; and reach with hands and arms.

**Experience/Educational Requirements:**

  **Education**: Graduation from a standard four-year high school or equivalent (GED).

  AND

  **Experience**: Three (3) years experience related to the above described duties.

  OR

  **Education**: Associate’s degree in Computer Technology or related field or successful completion of at least twelve (12) hours coursework in the core technical areas of Computer Science or MIS.

  AND

  **Experience**: One (1) year experience related to the above described duties.

**Interview Requirements**

Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

Rev. 03/31/2015

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