JOB DESCRIPTION

Computer Support Specialist II

**Definition of Class**
The incumbent in this job class is experienced in providing technical support for all computing, networking and telecommunication problems experienced by faculty, staff and students. Answers inquiries regarding equipment problems or utilizing software packages, operating systems and networking applications. Refers inquiries to proper technical support group that cannot be resolved over the telephone. Incumbent directs the work of the subordinate help desk personnel.

**Examples of Work Performed**
Answers calls from users that are seeking assistance with computing 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 services.

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

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

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

Follows up on requests to ensure resolution and user satisfaction.

Assists faculty, staff and students in applying for and activating an e-mail account Participates in the student orientation and registration process by informing and explaining the computer resources available to University students. Answers questions regarding what equipment is necessary to connect to the University’s computer host.

Resets passwords for students to access class grades or schedules on the University’s web site following proper policies and procedures.

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

Assist 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 and telecommunication equipment. Refers unresolved problems to the proper technical support personnel.

2. Logs in calls to caller tracking database

3. Configures computers for access to the web.
**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:** Associate’s degree in Computer Technology or related field or successful completion of at least twelve (12) hours of coursework in the core technical areas of Computer Science or MIS.

  **AND**

- **Experience:** Two (2) years experience related to the above described duties.

**Substitution Statement:** Related education and related experience may be substituted on an equal basis.

**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.

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