Title: Technology Support Specialist

Summary of Position:
Technology Support Specialists provide responsive, courteous front-line computing support to faculty, staff and students. Technology Support Specialists are responsible to their work group members, to the leaders within their work group, to other members of the teams on which they participate, and to the Director of Service Integration.

Many of the duties and responsibilities listed below are appropriate for each member of the Technology Support group in ISR. As a collaborative work group, we will divide our responsibilities and areas of expertise to take maximum advantage of our unique skills and abilities, and we expect to be fluid in working together. In this way, we can capture new opportunities and evolve technology support in ISR into the best possible service organization for Bucknell. Specific duties and responsibilities include:

Duties and Responsibilities:

- Provide courteous, responsive, high quality service to the campus community;
- Provide first-level telephone and on-site technology support for faculty, staff, and students, including troubleshooting and consulting on computing and media technologies supported by ISR;
- Actively contribute to our shared goal of resolving at least 80% of our technology support requests at the first point of contact;
- Assign, monitor, and prioritize requests for service to ensure timely and proper resolution. Own our customers’ issues, following them through to completion;
- Provide timely, dependable solutions for our customers, while looking for win-win opportunities in proposing solutions, including offering alternatives;
- “Walk in the customers’ shoes” in every interaction and make decisions accordingly;
- Understand the importance of excellent communication and its relationship to excellent service; continually strive to communicate effectively, regularly and professionally with our customers;
- Collaborate with other ISR staff as necessary to provide seamless, high-quality technology services;
- Maintain proficiency in currently supported computer and technologies, and investigate, analyze, and learn new and emerging technologies, which have potential application in the campus environment;
- Participate in setting direction for the Technology Support work group, and contribute to the ongoing evolution, vision and direction for this area of ISR;
- Maintain, respect, and protect the confidentiality of information held within or transferred across the University’s computer and information resources in any format;
- Demonstrate successful collaboration with each other and the campus community, supporting our collaborative work environment that values cooperation, collegiality and teamwork;
- Act as an advocate for customers and provide feedback from customers to ISR;
- Take every opportunity to educate our customers in our daily service delivery, recognizing their different learning styles, preferences, and abilities;
• Be respectful and courteous of our customers and their individual needs, recognizing that one size does not fit all;
• Understand, respect and adhere to the service guidelines outlined in the ISR service statement;
• Assume appropriate responsibility and demonstrate leadership while coordinating the efforts of other members of the ISR staff and the University community;
• Participate as an active member of cross-functional teams as assigned;
• Assume other duties and projects that we mutually agree upon.

Roles (specific to individuals):

It is mutually understood that the responsibilities you have for specific functions will evolve as the needs of the organization and the needs of the campus evolve, and that specific responsibilities will be necessarily fluid.

• [Account Management and MeetingMaker Administrator] Administer computer accounts and our electronic calendar scheduling system, answer account questions, correspond with various constituents regarding computer accounts and privileges, and communicate services to constituent groups.
• [Appropriate Usage Specialist] Uphold and adjudicate the Appropriate Usage Policy, educating or sanctioning users as appropriate, given the agreed upon sanctions guidelines within ISR.
• [Documentation Specialist] Write user-oriented technology documentation, including handouts, web pages, knowledgebase entries, and other forms of documentation needed by the campus community.
• [Field Troubleshooting Specialist] Provide timely, responsive and reliable on-site technology support and expertise to faculty, staff and students, researching issues as needed.
• [Frontline Support Specialist] Provide frontline technology and multimedia support and expertise to faculty, staff and students (through telephone, walk-up, voicemail, email and chat) utilizing all available resources and remote tools to solve as many requests as possible at the first point of contact.
• [HEAT Administrator] Lead the ongoing development of our integrated technology incident tracking program, including coordinating upgrades, adding new functionality, providing training and communication, collecting data and in a collaborative manner with ISR staff and campus community.
• [ISR Representative] Act as a customer service representative to a department, building a relationship with the department, and continually striving to understand their technology related goals, needs and desires; engage the department in ongoing dialogs regarding technology; and have a broad knowledge of services so that you can assist customers in making necessary connections within ISR.
• [Training Specialist] Actively contribute to our technology education program by developing and conducting technology-related workshops and working to improve and enhance the program to reflect the changing needs of the campus community.
• [Technology Support Student Supervisor] Provide leadership, support, coaching and guidance for student employees and all aspects of student supervision, including hiring, training, scheduling, and managing duties.

Qualifications:
The minimum requirements for this position are a Bachelor’s degree or significant relevant experience, and thorough knowledge of Windows and/or Macintosh and/or UNIX hardware, software, and operating systems. A minimum of one to two years’ experience in computing support is required. Experience supporting end-users in a networked environment is highly preferred. The ability for and enthusiasm for learning new technology tools, operating systems, applications, etc. is essential.

This position requires the ability to work closely with a wide range of people (including students, faculty, and staff) possessing a wide variety of skills. This position also requires a self-starter who has the ability to fulfill a variety of functions in a collaborative work environment that values cooperation, collegiality and teamwork.
Strong written and oral communication skills are a must, as are excellent coordination and organization abilities. A strong customer service perspective and a keen interest in working directly with customers and providing high-quality services are required.

December 11, 2002