

User Services Consultant II

Job Code 50009364

General Description

Responsible for providing assistance to staff in responding to and resolving user problems with various computer applications and processes and consult with o best practices, advance uses, problem solution strategies utilizing various applications and training staff. Manage the Computer Resource and Training Center which provides a variety of computing services.

Examples of Duties

Respond to and resolve customer and user problems with various computer applications and processes. Consult with customers and users on best practices, advanced uses, and problem solution strategies utilizing various applications.

Assist in installation, configuration, upgrade and maintenance of application software and computer hardware.

Conduct research on new applications, new tools and methods, etc. and stay aware of future trends.

Maintain servers, SQL databases, anti-virus strategies, etc.

Provide rotational support for Help Desk and field repair.

Maintain relevant data and metrics on own performance.

Provide inputs to HEAT.

Provide data for report generation.

Provide clear and effective documentation using electronic communication tools.

Prepare documentation for use by customers, other USCs and other technologists.

Anticipate, identify, communicate, resolve and/or escalate problems and issues.

Implement quality improvement activities.

Respond to customer questions and concerns.

Provide in-person timely and effective communications with customers, peers, managers, other technical support personnel and relevant stakeholders.

Maintain customer and university-wide focus and awareness.

Coordinate with project sponsors, steering teams, project teams, customer teams and components of Technology Resources.

Provide effective training and instruction to customers one-on-one (via telephone or face-to-face) and in classroom settings.

Provide consultation.

Prepare or assist in preparing training materials for new users, for application updates, for problem resolution, etc.

Assist in the coordination and delivery of formal training.

Provide mentoring on job knowledge, consulting skills and customer service to others.

Participate in team based projects.

Manage personal projects.

Participate in other computer services activities.

Ensure compliance with license agreements.

Participate in capital equipment and software acquisition processes.
Participate in budgeting and resourcing activities.
Perform other duties as assigned.

Knowledge, Skills, and Abilities

Knowledge of: institutional and organizational policies procedures, technologies, contracts, higher education and development theories of business administration principles.

Skill in: in interacting courteously, in directing the work of others, in establishing rapport with a variety of clients, in working as a team member; in prioritizing workloads; in problem solving; in decision making;

Ability to: Understand, interpret and retain complex technical materials, policies and procedures, contracts, proposals, charts, graphs, analyses; perform intermediate math and Boolean algebra; to prepare clear, concise reports, letters, and proposals; to communicate effectively; to explain technical materials; to give presentations, to provide training; to prioritize workload for self and others; to analyze service requests; to handle difficult customers;

Experience and Education

To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

Other Requirements