Senior User Services Consultant

Job Code 50009365

General Description
Provide support to University staff when advanced and complex network technical problem solving is required.

Examples of Duties
Respond to and resolve customer and user problems with various computer applications. Conduct research on new network features, new tools and methods, etc. Maintain vendor support connections. Implement and manage network configuration systems. Maintain relevant data and metrics on own performance. Provide clear and effective documentation using electronic communication tools. Prepare, interpret and research technical documentation on specific aspects associated with the individual’s technology expertise. Provide in person communications with customers. Provide the university community with expert knowledge, problem solving, consulting and planning in specific network issues. Pursue professional development activities to improve knowledge, skills and abilities. Perform other duties as assigned.

Knowledge, Skills, and Abilities
Knowledge of: University policies and procedures; faculty and staff rules and regulations; current technical systems and their interdependencies.

Skill in: Preparing clear, concise, and grammatically correct reports; establishing rapport with faculty and staff; identifying & correlate problems and symptoms; technical writing.

Ability to: Read and interpret manuals and understand university policy and procedures; perform intermediate math; understand, interpret & retain complex technical material; prioritize workload of self and subordinates.

Educational Experience
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