Senior User Service 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.
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.

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

Skill in: establishing rapport with faculty and staff; identifying & correlating problems and symptoms.

Ability to: Preparing clear, concise, and grammatically correct reports; read and interpret manuals; perform intermediate math; understand, interpret & retain complex technical material; prioritize workload of self and subordinates.

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