

JOB DESCRIPTION:	User Support Technician I		
DEPARTMENT:	Information Technology		
REPORT TO:	Director – User Support		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Non-Exempt
CUPA HR	#614000-ITUA12	DATE APPROVED:	26-OCT-2020
CLASSIFICATION:		DATE MODIFIED:	11-JUN-2025

SUMMARY: Provides computer user support, general problem analysis and resolution, computer hardware repair, technical assistance, and training for the Information Technology Department.

DUTIES:

1. Configures, maintains, repairs, and provides education for university Microsoft and Macintosh based computer hardware and software.
2. Configures, maintains, and repairs various computer peripherals including but not limited to printers, scanners, projectors.
3. Configure, maintains, and repairs various mobile devices including but not limited to smart phones, tablets, laptops.
4. Assists customers with accessing and utilizing the university's technical resources via university computing assets and personal computing assets.
5. Responds to customer technical and IT process issues via phone, email and online chat.
6. Analyzes and resolves hardware, software, and peripheral problems using diagnostic software and/or technical troubleshooting processes.
7. Serves as the first point of contact for the IT department and collaborate with other teams within the department (network, database, telecommunications, etc.) to ensure resolution of customer issues.
8. Manages Services Desks tickets in a timely manner in accordance with IT's service-level agreement.
9. Assists in analyzing and identifying trends in reported issues devising preventive solution.
10. Documents customer interactions within IT's ITSM system.
11. Creates technical and process documentation as needed.
12. Maintains broad base of applicable current technical knowledge and expertise.
13. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** High School Diploma or GED equivalent with a technical certificate or specific coursework or training in directly related area. Three-year experience directly related to the duties and responsibilities specified. Bilingual (Spanish) preferred.
2. **Job Knowledge:** Knowledge of Information Technology; knowledge of Macintosh and Windows- based computers, printers, modems, monitors, keyboards, and computer storage devices; knowledge of safe lifting procedures; ability to provide user and technical support via telephone and email; ability to use small hand tools such as anti-static wrist-straps and mats, drivers, wrenches, pliers, cable strippers/cutters, multi-meters, soldering tools, small component removers and installers, drills, pocket knife, flashlight and ladders; ability to communicate technical guidance and instruction to computer users on the use of PC and/or network applications; ability to interact with others in a congenial, collaborative and supportive manner; ability to develop and deliver presentations; ability to perform preventive maintenance on computer hardware and software; ability to analyze, diagnose,

and resolve computer problems and to coordinate hardware and/or software solutions; record maintenance skills; knowledge of current technological developments/trends in area of expertise; ability to provide operational guidance and leadership to technical staff in area of specialty; ability to document and track user information. Must be knowledgeable of University policies and procedures. Must be able to handle multiple deadlines and maintain accuracy. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications.

3. **Working Conditions/Physical Demands (With or Without Accommodations):** Normal office environment, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances.
4. **Other requirements:**
 - a. Requires a valid driver's license.
 - b. Required to complete Defensive Driving Course within 6 months. (If applicable to the role)

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)