

JOB DESCRIPTION:	User Support Technician II		
DEPARTMENT:	Information Technology		
REPORT TO:	Director/Manager – User Support		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Exempt
CUPA HR	#463120	DATE APPROVED:	15-NOV-2021
CLASSIFICATION:		DATE MODIFIED:	11-JUN-2025

SUMMARY: Provides user support, general problem analysis and resolution, computer hardware repair, technical assistance, and training.

DUTIES: List up to 12 key job functions in order of importance. Use action-oriented language.

1. Assists faculty, staff, and students in utilizing WNMU's technical resources.
2. Installs, configures, and maintains desktop and laptop workstations (Microsoft and Macintosh operating systems) university-wide at WNMU.
3. Resolves software and hardware related issues, providing access to authorized users, adding and removing software from the workstation, configuring workstation network settings, and resolving desktop networking issues.
4. Installs, trouble-shoots and repairs computing hardware and peripherals including computers, printers, modems, monitors, keyboards, digital tablets, scanners, etc. campus-wide.
5. Tracks patches and downloadable updates in order to keep the computer software up to date and free of manufacturing errors.
6. Provide user education for university hardware and software.
7. Assist students in accessing and using the university's online resources.
8. Install, maintain and repair various computer peripherals including printers, scanners, and projectors.
9. Performs higher level trouble shooting of technical issues. Provides guidance to the User Support Technician I on higher level problems.
10. Provides a broad range of administrative and supervisory functions. Supervises assigned staff in accordance with WNMU personnel practices including recruitment, training, performance evaluation, guidance, etc. Participates in the process of ongoing personal and professional development. Maintains comprehensive communication among all contacts (internal and external). Models professional standards and ethics in accordance with WNMU philosophy.
11. 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 years of experience directly related to the duties and responsibilities specified. Technical certificate and bilingual (Spanish) preferred.
2. **Job Knowledge:** Knowledge of Information Technology and university policies. Knowledge of Windows and Mac-based computers, printers, monitors, keyboards, and computer storage devices. Ability to determine computer problems and to coordinate hardware and/or software solutions. 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 effectively orally and in writing. Ability to communicate technical guidance and instruction to

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4. computer users on the use of PC and/or network applications. Ability to develop and deliver presentations. Ability to perform preventive maintenance on computer hardware and software. Ability to analyze and resolve computer problems and to coordinate hardware and/or software solutions. Records 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.
5. **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.
1. **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)