

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: COMPUTER MAINTENANCE & SALES SUPERVISOR

Reports To: Director Client Support Services

UW Job Code: 3835

UW Job Family: 38 – Computer Professional

SOC Code: 15-1299

FLSA: Exempt

Pay Grade: 24

Date: 6-5-14

JOB PURPOSE:

Supervise technical support staff to ensure that end users are receiving the highest level of customer service possible at all times. This includes the responsibility of managing all procedures related to the identification, prioritization, scheduling, and resolution of computer and peripheral repair/maintenance and computer sales functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Lead staff and their resolution of user problems to ensure optimum user-system performance.
- Direct and train staff in the performance of troubleshooting computer hardware and software and monitor quality assurance.
- Direct and train staff in the performance of sales operation of computer hardware and peripherals.
- Monitor all incoming work requests through to resolution.
- Track what calls/requests are being taken/logged, assigned, acknowledged, monitored, and resolved in a timely and efficient manner and escalate support as necessary across IT groups.
- Provide expert-level troubleshooting and repair of computer hardware and peripherals.
- Oversee budget and manage cost of service.
- Use best practices in the delivery of services and provide metrics tracking and reporting.
- Manage and schedule full and part-time employees for appropriate staffing levels.

SUPPLEMENTAL FUNCTIONS:

- Perform miscellaneous job-related duties as assigned.
- Participate in performance-related goal setting and achievement to meet personal and organizational goals and objectives.
- Attend and participate in training and other personal professional development activity.

COMPETENCIES:

- Individual Leadership
- Delegating Responsibility
- Service Orientation
- Developing Organizational Talent
- Integrity
- Analysis/Problem Identification
- Technical/Professional Knowledge
- Work Standards

MINIMUM QUALIFICATIONS:

Education: **Bachelor's degree or equivalent combination of education and experience**

Experience: **At least 4 years experience in technical support and service.**

- **Experience in supervision of technical support staff is preferred.**

Required licensure, certification, registration or other requirements:

- **May require one or all of the following certifications:**
 - **A+ certification and recertification as required**
 - **Dell Premier Access Technician certification and recertification as required**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Best practices for IT Service Delivery management.
- A wide range of computer software, including word processing, databases and spreadsheets, accounting programs, and use of the Internet.
- Principles and processes for providing customer and personal services, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Operation of popular software packages, diagnostics, and utility programs.
- Basic, routine, and advanced computer hardware configurations and capabilities.
- A wide variety of computer software, hardware and peripherals.
- Basic and routine LAN systems.
- Basic and routine network protocols and topologies at the department or sub Enterprise level.
- Basic, routine, and advanced design, installation, compatibility, connectivity, and operating systems principles.
- Computer security systems, password, and file protection protocol.
- Training design and techniques.

Skills and Abilities:

- Excellent supervision and leadership skills.
- Excellent verbal communication skills.
- Troubleshoot basic, routine, and advanced computer hardware and software problems.

- Communicate basic, routine, and advanced technical information clearly and concisely both written and orally.
- Ability to work independently and as a member of the IT team.
- Ability to explain technical material to less technically proficient users.
- Critical thinking, using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Influence actions across diverse sets of IT service groups within the organization.
- Understand core services and unique academic and business goals of external units and customers.

WORKING CONDITIONS:

- Work is normally performed in a typical interior/office work environment.
- No or very limited exposure to physical risk.
- Limited physical effort required.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.