

JOB DESCRIPTION TEMPLATE

Career Ladder:	Support Analysis
Business Title:	Support Coordinator
Department:	
Department Code:	
Level:	

Job Summary:

The Support Coordinator provides technical service support in the use of software, hardware, network systems and various related end-user devices.

Organizational Status:

Work Performed:

Specific Duties:

Core Duties:

- Assists users, both remotely and in-person, to diagnose and resolve problems, escalates when necessary, and documents problem status and action taken.
- Performs preventive maintenance tasks, troubleshoots and repairs systems and peripheral equipment.
- May deploy new hardware, software, networking and security updates.
- Maintains an inventory of equipment, service contracts, warranty and maintenance agreements.
- Provides training for users in use and configuration of software, hardware, network systems and peripheral equipment.
- Modifies and debugs existing software application modules using detailed specifications and disciplined software development processes, quality standards and procedures.
- Writes and maintains documentation in accordance with prescribed standards.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Consequence of Error/Judgment:

Supervision Received:

Supervision Given:

Education/Work Experience:

Skills:

Competency Proficiency:

Core Competencies:
<u>Collaboration (Basic – B):</u> Takes initiative to actively participate in team interactions. Without waiting to be asked, constructively expresses own point of view or concerns, even when it may be unpopular. Ensures that the limited time available for collaboration adds significant customer value and business results.
<u>Communicating for Results (Basic – B):</u> Converses with, and writes to, peers in ways that support transactional and administrative activities. Seeks and shares information and opinions. Explains the immediate context of the situation, asks questions with follow-ups, and solicits advice prior to taking action.

Problem Solving (Basic – B):

Investigates defined issues with uncertain cause. Solicits input in gathering data that help identify and differentiate the symptoms and root causes of defined problems. Suggests alternative approaches that meet the needs of the organization, the situation, and those involved. Resolves problems and escalates issues with suggestions for further investigation and options for consideration as required.

Role Based Competencies:

Accountability (Basic – B):

Checks assumptions about mutual expectations and clarifies standards of overall performance. Checks the scope of responsibilities of self and others. Monitors day-to-day performance and takes corrective action when needed to ensure desired performance is achieved.

Analytical Thinking (Basic – B):

Collates and reports information. Identifies trends and exceptions. Investigates to define problems more accurately. Sorts information in order of importance. Identifies relationships and linkages between components. Identifies variable potential causes and effects. Solicits guidance to define criteria and assign values of importance and urgency. Escalates issues of an exceptional nature.

Information Systems Knowledge (Basic – B):

Possesses a basic understanding of the strategy, structures, processes, and procedures of the enterprise in its relationship with the business and its activities. Troubleshoots in response to requests for technical support. Identifies problems and needs. Escalates problems to appropriate technical experts.