IT END USER SUPPORT

General Summary
Serves end users in resolving hardware and software issues by fielding telephone calls and email communication, diagnosing problems and performing troubleshooting activities.

IT End User Support I
Jobcode: IEUP13
Pay Band: IA
FLSA Status: Non-Exempt

Distinguishing Characteristics
Under direct supervision, provide Tier 1 technical support to end-users for computer hardware, software, and/or network related problems. Resolve basic problems while referring more complex problems to intermediate and/or senior level.

Recommended Education and Experience for Full Performance
Associate's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and zero (0) years of experience in providing technical support to end-users for computer hardware, software, and/or network related problems. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling two (2) years may substitute for the required education and experience.

Minimum Qualifications
High School diploma or GED and six (6) months of experience in providing technical support to end-users for computer hardware, software, and/or network related problems.

Essential Duties and Responsibilities*
1. Act as the first line of response to requests for various hardware, software, peripheral, and networking technical assistance; escalate more complex problems to appropriate tier 2 and/or tier 3 support teams.
2. Documents, tracks and monitors the problem to facilitate a timely resolution.
3. Answers questions and gives information, advice and instructions to clients on such issues as email and password reset.
4. Provide installation, upgrade, configuration, and troubleshooting computing and communication devices and peripherals.
5. Ensure practice of department security standards.
6. Update daily status reports and shift handover reports if applicable.
7. Gather asset inventory and software license information.
8. Provide excellent customer service.
9. Apply diagnostic techniques for problem troubleshooting.

IT End User Support II
Jobcode: IEUP15
Pay Band: IB
FLSA Status: Non-Exempt

Distinguishing Characteristics
Under general supervision, provide Tier 1 and Tier 2 technical support to end-users for computer hardware, software, and/or network related problems. Resolve basic problems while referring more complex problems to intermediate and/or senior level.

Recommended Education and Experience for Full Performance
Associate's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and three (3) years of experience in providing technical support to end-users for computer hardware, software, and/or network related problems. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling three (3) years may substitute for the required education and experience.

Minimum Qualifications
High School diploma or equivalency and one (1) years of experience in providing technical support to end-users for computer hardware, software, and/or network related problems.

Essential Duties and Responsibilities*
1. Diagnose and resolve basic and more complex problems; respond to escalated problems from clients; perform triage, provide remote problem resolution when possible, dispatch problems to associated groups throughout the unit supported, and dispatch out to clients for hardware issues not resolved remotely.
2. Serve as a technical expert or tier 2 support in a help desk.
3. Act as the first or second line of response to requests for various hardware, software, peripheral, and networking technical assistance; escalate more complex problems to appropriate Tier 3 support teams.
4. Documents, tracks and monitors the problem to facilitate a timely resolution.
5. Ensure practice of department security standards.
6. Update daily status reports and shift handover reports if applicable.
7. Gather asset inventory and software license information.
8. Apply diagnostic techniques for problem troubleshooting.
9. Provide technical guidance and advanced training; may lead or direct lower level staff.

IT End User Support III
Jobcode: IEUP17
Pay Band: IC
FLSA Status: Non-Exempt

Distinguishing Characteristics
Serve as the technical expert in desktop and local area network support and analysis, ensuring resolution of all reported issues.

Recommended Education and Experience for Full Performance
Associate's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and two (2) years of experience in providing technical support to end-users for computer hardware, software, and/or network related problems. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling four (4) years may substitute for the required education and experience.

Minimum Qualifications
High School diploma or equivalency and two (2) years of experience in providing technical support to end-users for computer hardware, software, and/or network related problems.

Essential Duties and Responsibilities*.
1. Serve as a technical expert or tier 3 support in a help desk.
2. Develop or assist management in the development of systems for all End User Support functions.
3. Often serve as final point of escalation in response to requests for various hardware, software, peripheral, and networking technical assistance; escalate more complex problems to appropriate IT staff or vendors.

4. Documents, tracks and monitors the problem to facilitate a timely resolution. Update global knowledge database for problem resolution.
5. Ensure practice of department security standards.
6. Update daily status reports and shift handover reports if applicable.
7. Apply diagnostic techniques for problem troubleshooting.
8. Provide technical guidance and advanced training; may lead or direct lower level staff.
9. Keep current of industry standards, evolving technologies and methodologies.
10. Assist in the evaluation and selection of operating systems, applications and peripherals.
11. Diagnose and resolve complex problems; respond to escalated problems from Tier 2; provide remote problem resolution when possible, dispatch problems to associated groups throughout the unit supported.

IT End User Support Supervisor
Jobcode: IEUS20
Pay Band: ID
FLSA Status: Exempt

Distinguishing Characteristics
Accountable for supervision of a team who provide end user computing support services.** Serves as the technical expert in desktop and local area network support and analysis, ensuring resolution of all reported issues.

Recommended Education and Experience for Full Performance
Bachelor's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and two (2) years of experience in providing technical support to end-users for computer hardware, software, and/or network related problems. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience.

Minimum Qualifications
Associate's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and two (2) years of experience in providing technical support to end-users for computer hardware, software, and/or network related problems. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling four (4) years may substitute for the required education and experience.

*Essential Duties and Responsibilities**
1. Responsible for supervision of the provision of end user support including a portfolio of software and hardware products.
2. Oversees end user support training.
3. Often serve as final point of escalation in response to requests for various hardware, software, peripheral, and networking technical assistance; escalate more complex problems to appropriate IT staff or vendors.
4. Develop or assist management in the development of systems for all End User Support functions.
5. Diagnose and resolve complex problems; respond to escalated problems from Tier 2 and 3; provide remote problem resolution when possible, dispatch problems to associated groups throughout the unit supported.
6. Documents, tracks and monitors the problem to facilitate a timely resolution. Update global knowledge database for problem resolution.
7. Ensure practice of department security standards.
8. Apply diagnostic techniques for problem troubleshooting.
9. Provide technical guidance and advanced training; supervises lower level staff.
10. Keep current of industry standards, evolving technologies and methodologies.

11. Assist in the evaluation and selection of operating systems, applications and peripherals.
12. Apply leadership and supervisory skills including conflict resolution.
13. Assign, track and ensure completion of trouble tickets and escalations, as needed.

IT End User Support Manager
Jobcode: IEUX26
Pay Band: IF
FLSA Status: Exempt

Distinguishing Characteristics
Manage staff in the day-to-day operations for functional area(s) of responsibility. Responsible for hiring and retaining staff, career coaching, personal development for direct reports and accountable for the performance of employees. Ensure work completion within schedule and constraints.

Recommended Education and Experience for Full Performance
Bachelor's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and six (6) years of experience in providing technical support to end-users for computer hardware, software, and/or network related problems. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling ten (10) years may substitute for the required education and experience. Each CompTIA and Microsoft certification will be applied to one year of education. At least four (4) years of leading/supervising an end user support team.

Minimum Qualifications
Bachelor's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and four (4) years of experience in providing technical support to end-users for computer hardware, software, and/or network related problems. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling eight (8) years may substitute for the required education and experience. At least two (2) years of leading/supervising an end user support team.

Essential Duties and Responsibilities*
1. Responsible for providing for the oversight of the provision of end user support including a portfolio of software and hardware products.
2. Evaluate and recommend new products.
3. Oversees end user start up and ongoing usage training.
4. May independently or in collaboration with human resources managers, guide supervisors in the interpretation and implementation of human resources policies, procedures and programs.
5. Analyze and resolve complex issues and provide alternative solutions as necessary. May lead process improvement for immediate unit or program. Influence leadership on specific recommendations for current operations and future development.
6. Interpret, implement and ensure compliance with agency administrative policies and procedures. Recommend new internal policies, guidelines and procedures.
7. Approves technical changes, schedules projects and oversees timelines. Implements and monitors quality standards.
8. Manages vendor relations.
9. Apply leadership and supervisory skills including conflict resolution.
10. Apply planning and organizational skills.
11. Apply oral and written communication skills.
12. Apply financial management knowledge.
13. Apply interpersonal skills.

14. Apply analytical and problem solving skills.
15. Apply expertise in business and management computer applications.
16. Apply knowledge in industry standards and/or regulatory requirements.
17. Exercise full management responsibility for a technical group, including recruiting, hiring, training, developing, evaluating, and setting priorities.
18. Ensure work completion within schedule, budgetary, and design constraints; make decisions about analysis, design, and testing; solve complex technical problems; provide alternative methods for achieving goals when necessary.

Bargaining Unit: **IT End User Support I, II, III may be covered by a collective bargaining agreement.**
IT End User Support Supervisor, Manager not represented.

Statutory Requirements:

Conditions of Employment:

Working Conditions: Working Conditions for individual positions in this classification will vary based on each *agency's utilization*, *essential functions* and the *recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Established: 6/23/2016   **Revised:**

*Essential Duties and Responsibilities are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of duties. Classification description subject to change. Please refer to SPO website (www.spo.state.nm.us) to ensure this represents the most current copy of the position.

** Means two (2) or any combination of full-time equivalent (FTE) status that equals at least two (2) regular or term status employees in non-temporary positions.