University of Nebraska Central Administration
Job Description

General Information

<table>
<thead>
<tr>
<th>Working Job Title: Office/Help Desk Associate - 49302302</th>
<th>Job Family: IT</th>
<th>Job Family Zone: Associate _IT01H</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Number:</td>
<td>Department Name: PC Server Team/ CSN</td>
<td>SAP Organization Unit Number:</td>
</tr>
<tr>
<td>Employee’s Name:</td>
<td>Date of Last Update: 12/2015</td>
<td>Title of Supervisor:</td>
</tr>
<tr>
<td>SAP Personnel #:</td>
<td>Last Updated By: Human Resources</td>
<td>Name of Supervisor:</td>
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</tbody>
</table>

Position Summary

This position supports the desktops, laptops, mobile devices and printers for NeSIS and Varner Hall and is also responsible for assisting with routine business administrative needs at NeSIS.

Duties & Responsibilities

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.

<table>
<thead>
<tr>
<th>% of Time</th>
<th>Essential Functions</th>
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<tbody>
<tr>
<td>80</td>
<td>*</td>
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</tbody>
</table>

Work Station Support:
- Assist in the installation and maintenance of new hardware and software. This includes software updates, adding and removing applications as requested.
- Set up equipment for employee use in the conference rooms, performing or ensuring proper installation of cables, connections and appropriate software.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Answer user inquiries regarding software or hardware operation to resolve problems or recommend software applications.
- Assist in training employees on new hardware, software, or operating systems.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and provide technical assistance and support.
- Process I-support tickets and follow-up on services provided.
- Assist in E-shop requests and other purchasing needs.

Business Administrative Support:
- Monitor and maintain office supplies, answering a central telephone, answer routine inquiries, maintaining conference room schedule, assist in scheduling meetings, greet and direct visitors, process mail and receive deliveries.
- Provide administrative support to the NeSIS Director and Assistant Director, as needed.
- Maintain records of communication, problems and remedial actions taken.

Minimum Qualifications

**LEVEL OF EDUCATION, YEARS & TYPE OF EXPERIENCE:**

This position requires 2 years post-secondary education in Computer Technology or related field and at least 1 years of work experience in hardware & software setup and support. Must have excellent customer service skills and demonstrate professionalism in both verbal and written communication. Strong attention to detail preferred. Equivalent combination of education, experience, that provides the required knowledge, skills, and abilities may be considered.
Supervision

This position exercises no supervision over other staff and receives direct supervision* from the senior level Workstation Support Specialist. (*This is based on level of proficiency and years of service.)

Zone Definition Factors

Nature/Complexity of Work

This position requires an individual who works with considerable independence, initiative, and exercises sound judgment in accomplishing the projects assigned. Attention to detail, accuracy, and appropriate communication are an important factor in this job.

Problem Solving/Decision-making

Problems can arise related to hardware or software utilized in these environments, and this position assists in ensuring that the problems are correctly assessed and that appropriate actions and notification to other UNCSN staff and University Clients is accomplished.

Strategic Impact

If problems arise the timely and efficient resolution of these situations has critical impact on the ability to conduct business.

Know How

This position requires the ability to organize, anticipate, and plan work effectively; to include constructive use of time management skills and multi-tasking capabilities; demonstrate exceptional communication and inter-personal skills; analyze information, problem solve and evaluate results; organize and arrange information about equipment in a logical order and/or according to guidelines or precedents.

Technical Know How:

Knowledge of and experience in PC, Macintosh, and laptop hardware operation systems and the interaction with supported applications. Knowledge and experience with Desktop software including Microsoft Office, Microsoft Outlook/Exchange. Knowledge and experience with desktop and laptop hardware (mother boards, processors, memory, hard disk, and other internal components).

Interactions

This position requires a significant amount of interaction with team members, as well as members of other UNCSN Teams, also has regular contact with

Physical Requirements

1. **General Physical Requirements** Indicate the appropriate response for an eight hour day:

<table>
<thead>
<tr>
<th></th>
<th>Circle the appropriate number of hours</th>
<th>Indicate intermittent or constant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Intermittent</td>
</tr>
<tr>
<td>Sit</td>
<td>0 1 2 3 4 5 6 7 8</td>
<td></td>
</tr>
<tr>
<td>Stand</td>
<td>0 1 2 3 4 5 6 7 8</td>
<td></td>
</tr>
<tr>
<td>Walk</td>
<td>0 1 2 3 4 5 6 7 8</td>
<td></td>
</tr>
<tr>
<td>Drive Motor</td>
<td>0 1 2 3 4 5 6 7 8</td>
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<tr>
<td>Vehicle</td>
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<tr>
<td>Explain</td>
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2. **THIS POSITION REQUIRES:**

<table>
<thead>
<tr>
<th></th>
<th>Occasionally (less than 2 hrs daily)</th>
<th>Between 2 - 5 hrs daily</th>
<th>Over 5 hrs daily</th>
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</thead>
<tbody>
<tr>
<td>Squatting</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bending</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kneeling</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reaching</td>
<td>x</td>
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<td></td>
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<tr>
<td>➢ Overhead</td>
<td>x</td>
<td></td>
<td></td>
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<tr>
<td>➢ Forward</td>
<td>x</td>
<td></td>
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<tr>
<td>➢ Low</td>
<td>x</td>
<td></td>
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<tr>
<td>Twisting</td>
<td>x</td>
<td></td>
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<tr>
<td>Crawling</td>
<td>x</td>
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</table>
Climbing

- Ladder
- Stairs (x)
- Other

Walking on rough ground
Exposure to changes of temperature/humidity
Exposure to dust/fumes/gases/chemicals (x)
Being near moving machinery
Working from heights

3. THIS POSITION REQUIRES EMPLOYEE TO:

Indicate letter in appropriate Space:

- LIFT=L
- CARRY=C
- PUSH=P
- PULL-PL

Less than 2 hrs daily
Up to 2 hrs daily
Between 2-5 hrs daily
Over 5 hrs daily

<table>
<thead>
<tr>
<th>Weight Range</th>
<th>LIFT</th>
<th>CARRY</th>
<th>PUSH</th>
<th>PULL-PL</th>
</tr>
</thead>
<tbody>
<tr>
<td>11 - 24 lbs</td>
<td>P,PL</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25 - 49 lbs</td>
<td>L,C</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>50 - 74 lbs</td>
<td>L,C</td>
<td></td>
<td></td>
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<tr>
<td>75 - 100 lbs</td>
<td>L,C</td>
<td></td>
<td></td>
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<tr>
<td>* Over 100 lbs</td>
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* If the position requires the employee to handle over 50 lbs - please explain

4. POSITION REQUIRES USE OF HANDS OR SPECIAL TOOLS/EQUIPMENT FOR:

- RIGHT
- LEFT
- BOTH

Keyboarding
Filing (x)

5. THIS POSITION REQUIRES ATTENDANCE AT THE WORKPLACE

Job Family Zone Questionnaire

In Each Section, please select one answer that best describes your job:

Knowledge Skills and Abilities:

_____ Requires the ability to understand and apply basic job skills, knowledge of several work routines and the ability to apply such routines with minimal interpretation. May possess knowledge of other, related work activities within own functional area. May require the operation of routine equipment/tools. [1]

____ x ____ Requires the ability to understand, interpret, apply and communicate information within a specialization and the ability to apply limited analysis in the completion of general functional procedures. May possess knowledge of work activities outside functional area. May require the operation of moderately complex equipment/tools. [2]

_____ Requires the ability to utilize advanced information within a specialization. Within specialization, possesses the ability to assess/analyze situations and make adjustments to achieve desired objectives. Possesses knowledge of work activities outside functional area. May require the operation of complex equipment/tools. [3A]

_____ Requires the ability to apply, integrate and communicate extensive theoretical information within a recognized professional field. Facilitates and/or establishes the achievement of functional area objectives. Requires knowledge of all related functional areas. May require the operation of highly complex equipment/tools. [3B]

_____ Integrates extensive theories and techniques within related or diverse disciplines to achieve results and/or establish overall strategic directions. Requires wide-ranging administrative and/or specialized knowledge. May require the operation of highly complex equipment/tools. [4]

Problem Solving/Decision-making:

_____ Decisions/problem resolutions are repetitive and simple and typically guided by standard operating policies and procedures/practices exist. Tasks are clear and specific to a single discipline. [1]
Decisions/problem resolutions require gathering/reviewing information from several sources. Simple analysis of facts determines course of action to be taken within the limits of standard operating policies and procedures/practices. Tasks are varied and may cross several disciplines. [2A]

Decisions/problem resolutions require interpretation, discretion and judgment based on precedent or standard operating policies and procedures. Tasks are diversified and may require some creativity in dealing with unprecedented activities. [2B]

Decisions/problem resolutions require synthesis/analysis in the use of theories and accepted principles. Programs/projects are governed by broad objectives, policies and/or theories. Requires the use of creativity in dealing with unprecedented activities. [3]

Decisions/problem resolutions require analysis and evaluation of major issues and courses of action impacting the overall direction of the functional area(s). Applies broad concepts and experience in making important decisions. May develop recommendations influencing long-term policies related to major organizational plans. [4]

Interactions:

Regular contact involves receiving and/or referring inquiries as well as giving or obtaining routine information relating to work being done. Requires the use of common business courtesy. [1]

Regular contact that involves giving or obtaining information as well as occasionally exchanging advice and opinions. Requires the use of common business courtesy, tact, discretion and some persuasion to maintain cooperative associations. [2]

Regular contact that involves exchanging advice and opinions as well as occasionally conveying conceptual ideas of a critical and/or long-range nature. Requires the use of judgment, timing, and persuasion to gain cooperation in the face of differences of opinion or controversy. [3]

Regular contact with major Programs/Teams or individuals. Overriding job requirement involves conveying conceptual ideas regarding matters of critical and long-range nature. Significant requirement for diplomacy, timing, and persuasion to gain concurrence or cooperation on operational issues in the face of significant differences of opinion or controversy. [4]

Supervision Received:

Supervised by procedures or by supervisor through periodic monitoring of progress and performance. May have latitude to determine sequence of own work tasks to meet clearly established schedules. [1]

Supervision by procedures or by supervisor through periodic monitoring of progress and performance. Determines sequence of own work tasks to meet established objectives. [2A]

General direction by supervisor by checking on completed tasks. Establishes own work schedule to achieve program objectives. Makes recommendations to superior regarding efficient functioning of program. [2B]

Responsible for conducting specialized assignments or developing programs under only general direction and guidance. [3]

Extensive latitude to work independently in matters that have a broad effect on overall policies, programs and/or areas of specialization. [4]

Supervision Exercised:

May provide incidental guidance to others. [1]

Provides functional supervision that is usually limited to assigning/reviewing work or may serve as work team leader. [2A]

Serves as work team leader. Distributes, schedules, and monitors the progress or work tasks of the program or project. May be involved in the recommendation of personnel actions to manager. [2B]

Supervises the work of a project or program that may include hiring, discipline, transfers, promotions, or salary changes within a functional area. May integrate work of two or more programs or one major function/or project. [3]

Establishes performance standards for designated programs and/or areas of specialization. Directs staff to include hiring, discipline, transfers, promotions, and salary changes. [4]
Impact:

______Actions and decisions in this job are limited to the scope of the job, which primarily affect the immediate work group, but occasionally may extend beyond the immediate work group. Errors reflect unfavorably on the individual and may have an adverse impact on the functional area. [1]

___x___ Actions and decisions in this job have an impact which affects the immediate work group and also extends beyond the immediate functional area. Errors reflect unfavorably on the individual and the functional area.[2]

______Actions and decisions in this job have discernible impact to the short-term performance of the Program/Team and exerts some impact to its long-term success. Errors reflect unfavorably on the individual, the functional area, overall business operations and potentially other functional areas. [3A]

______Actions and decisions in this job have significant impact to the short-term performance of the Program/Team and exert an impact to its long-term success. The job exerts a considerable impact on decisions and final results typically affecting either an entire functional area or a major university activity; and may have unique accountability for financial and program or project objectives. Errors effect business operations, services and other individuals which may require special interventions to correct. [3B]

______Actions and decisions in this job exert broad and continuing impact on the future of one or more functional areas. The job exerts a major impact on decisions and final results affecting a major university activity; and/or has accountability for financial and program/project objectives and overall successes. Errors significantly interrupt business operations, services and potentially both internal and external constituents. [4]

<table>
<thead>
<tr>
<th>Summary:</th>
<th>Zone Assignment= Associate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorization:</td>
<td>Name:</td>
</tr>
<tr>
<td>Human Resources</td>
<td></td>
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<tr>
<td>Supervisor:</td>
<td></td>
</tr>
<tr>
<td>Administrator:</td>
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