

**UNIVERSITY OF MARYLAND LIBRARIES  
POSITION DESCRIPTION FORM**

**Check one: Faculty**\_\_\_\_ **Exempt** \_\_\_\_ **Non-Exempt** \_\_X\_\_ **Other**\_\_\_\_

**FOR LIBRARY HR USE ONLY –**

**Date Prepared: August 12, 2019**      **Division: Digital Systems and Stewardship**

**Prepared by: Uche Enwesi**      **Department: User and System Support**

**Reports to: Helpdesk Supervisor**      **Position Title: IT SUPPORT Assistant**

**Functional Title: Desktop Support**

**NATURE OF WORK:**

Serve as a member of the User Services team within the Digital Systems and Stewardship (DSS) of the University of Maryland Libraries supporting the libraries of the University System of Maryland and Affiliated Institutions (USMAI). Provide IT services and support for workstations in a networked environment. Support all aspects of User Services team responsibilities including customer service/help desk functions as well as administrative functions including but not limited to inventory control, Terrapin Learning Common (TLC) needs. This is a detail-oriented technical position to assist with maintenance of the services provided by the UM Libraries Digital Systems and Stewardship (DSS). The position is assigned to the User Services department and as such has a strong customer service component.

**DUTIES AND RESPONSIBILITIES**

1. Provide IT services and support for workstations in a networked client/server environment. 60%
  - In accordance with DSS policies and procedures configure, test and implement workstation hardware, operating systems, application software installations, security upgrades and system migrations.
  - Create scripts and use server tools such as SCCM, Casper, psexec and VB to implement the aforementioned functions.
  - Analyze, resolve and document problems as assigned by the DSS Help Desk.
  - Serve at the DSS Help Desk.
  - Participate in the creation and maintenance of technical and customer service documentation, as well as administrative functions including but not limited to inventory control.
  - Ability to setup and configure Microsoft Windows 7, 8, 10 and Apple operating system.
  - Create and maintain user accounts in Active Directory and other databases.

- Coordinate the establishment of automated processes, run manuals, standard operating procedures and documentation to ensure 24/7 system availability
- Research and create technical specifications for hardware and software procurements. Participate in the creation and maintenance of technical and customer service documentation.
- Collaborate with other DSS units/teams with particular emphasis to Windows and Apple operating system support.
- Participate in team communications and decision-making; Participate in projects both as a leader and follower as designated.
- Keep apprised of new technologies and solutions.

2. Reviews planned orders, creates requisitions for purchased items, and manages approval process. 30%

- Tracks orders and confirms system lead times, delivery dates, and costs.
- Reviews, updates, and maintains purchase orders until they are closed.
- Identifies opportunities and implements actions to achieve efficiencies

3. Participate in Library-wide and campus-wide committees and teams. 10%

- Performs other duties, as assigned.

### **PHYSICAL DEMANDS:**

The employee is occasionally required to lift and carry materials up to 50 pounds in weight. Specific vision abilities required by this job include close vision and the ability to adjust focus.

While performing the duties of this job, the employee is frequently required to sit and talk and hear. The employee is occasionally required to walk; use hands to finger, handle, or operate computers, objects, tools, or controls; and reach with hands and arms.

Must be able to maneuver a vehicle.

**SUPERVISORY RESPONSIBILITIES:** None

### **QUALIFICATIONS (Knowledge, skills, and abilities):**

Required:

Working knowledge of two applicable software products. Skill in operating supported computers and peripherals. Ability to communicate effectively both orally and in writing; to work effectively with clients; to solve technical problems.

Preferred:

1. Think critically – Use logic and analysis to identify the potential enhancements and flaws in security measures.
2. Make decisions and resolve problems – Seek out information and data to evaluate, prioritize and formulate best solution or practice.
3. Demonstrate leadership and foster collaborative team approach – interacts well with frontline and management providing consultation and expert advice on systems security related topics.
4. Analyze, interpret and present research findings into clear, concise reports.
5. Communicate clearly and concisely, both orally and in writing.
6. Establish and maintain effective working relationships; work independently and demonstrate initiative.
7. Research, test and evaluate vendor hardware and software products

## **EDUCATION:**

**Required:** High School Diploma or GED.

## **EXPERIENCE**

**Required:** One year with the types of hardware and/or software to be supported.

### **Preferred:**

Experience/Skills:

- 2-3 years of technical customer support.
- Ability to support, identify and troubleshoot general problems with PC/AV hardware and Apple devices.
- Knowledge of Win/Mac OS, IE, Firefox, Safari, MS Office suite, file/print services such as Active Directory, and Google (Gmail).
- Candidate must have a general understanding of client server applications, networks, authentication, application packaging and imaging.
- Must possess positive attitude, willingness to learn and pro-actively seek continuous quality improvement of services.
- Expertise in the installation and troubleshooting of desktop hardware and software in a networked environment.
- Knowledge of networking and telecommunications.
- Knowledge of desktop security tools and methodologies in the Microsoft environment.
- Excellent communication and customer service skills.
- Ability to work collaboratively in a team environment.
- Ability to navigate and engage multiple stakeholders to obtain optimal customer service results.

**Employee's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Print Employee's Name** \_\_\_\_\_

**Supervisor's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**\*Note: Asterisk indicates these are essential job functions.**

**Rev. 04/09/08**