

Position Description

MEDICAL CENTER LIBRARIES AND TECHNOLOGIES

Division: Health Sciences (90)
Department: Edward G. Miner Library (0050)

INCUMBENT'S NAME: [OPEN POSITION]

DATE: July 2011

FUNCTIONAL TITLE: Desktop Support Specialist

STATUS: Part-time

CLASSIFICATION TITLE: Analyst/Programmer

DAYS OF EFFORT: TBD

POSITION CODE: 8852

SALARY GRADE: 53

POSITION SUMMARY

Under general direction and with latitude for independent judgment and initiative, the Desktop Support Specialist is responsible for troubleshooting, triaging, and resolving issues related to computers and peripherals. Configure, and provide support and instruction for, hardware and software at public and staff workstations throughout Medical Center Libraries and Technologies (including Edward G. Miner Library and Basil G. Bibby Library at Eastman Dental Center). Design hardware and software configurations for Medical/Graduate students' computers in labs and classrooms located throughout University of Rochester Medical Center (URMC). The successful candidate will maintain an in-depth knowledge of industry standards, library operations, and the complexities of the URMC and clinical systems environment. Quality of work has influence both inside and outside the work unit, as well as outside the University.

SPECIFIC RESPONSIBILITIES

Every member of our team is required to make a personal commitment to service excellence. Staff are expected to embrace the Strong "ICARE" Commitment and make it central in their work lives each and every day.

- E1. Provide assistance and customer service to computer users with all supported application software, administrative systems, and networking environments via telephone, e-mail, and in the field. (30%)
 - Receive a variety of service requests (e.g., network/software configuration, account enabling, utilization, upgrade, and installation); accurately record details of problems, and respond appropriately.
 - Determine source and nature of computer malfunction using diagnostic and application software.
 - Adjust, repair, or replace malfunctioning equipment.
 - Ensure that problems are diagnosed and resolved in a timely, professional manner; provide accurate and creative solutions to customer problems.
 - Must be able to read and interpret technical manuals and specifications; diagnose and resolve problems quickly and accurately; and remain calm and professional under stressful circumstances.
 - Support team's on-going progress by demonstrating adaptability and flexibility in a highly dynamic environment.
 - Assist in the development of best practices and procedures to ensure that the team is providing the best possible service.

- E2. Assist in the set-up, support, and maintenance of the Medical Education laptops. (15%)

- E3. Install, configure, and maintain a variety of computer hardware and software (20%)
- Evaluate, select, procure, install, test and maintain software packages and updates on networked Macintosh stations. Select, procure, install and configure networked desktop computers, peripherals and upgrades. Recommend modifications to hardware and software configurations as necessary to ensure maximum performance and minimum downtime.
 - Help support Miner's laptop lending program.
- E5. Provide support to faculty, staff, and students requiring access from their off-site computers to the biomedical literature databases available via Miner Library Online (MLO). This includes, but is not limited to, providing telephone support and configuring end-user workstations. (10%)
- E6. Manage Computing Center Help Desk as needed. Direct student employees in maintaining software and hardware for the Computing Center and other areas supported by the IT department. (4%)
- E7. Professional Development (10%)
- Maintain mastery of current versions and updates of existing software; keep abreast of new developments in hardware and software; maintain in-depth knowledge of programs in assigned areas of expertise.
 - Maintain current awareness of URM and clinical systems information technology.
 - Research and develop program applications to improve operations in the Computing Center and throughout Miner Library and library-supported areas.
 - Continue to extend skill in job area through reading, seminars, courses, conferences, and participation in online bulletin boards and discussion lists.
 - Attend and actively participate in staff meetings.
 - As a member of Medical Center Libraries and Technologies, it is expected that staff will participate in committees, as needed, to help the division meet its missions and long-term goals.
- NE9. Represent the department on campus-wide committees and groups as needed. (1%)

SUPERVISION AND DIRECTION EXERCISED

May provide technical expertise to other members of the IT team to ensure quality desktop support. May provide leadership and direction to student employees.

SUPERVISION AND DIRECTION RECEIVED

Reports directly to Head, Information Systems & Applications. Assignments are received in both task and objective-oriented terms. Normally, only new work is reviewed upon completion for adequacy in meeting new objectives.

CONTACTS

Daily interaction with IT team members. Additional daily contacts include other departmental staff; faculty, staff, and students of the University of Rochester; and persons from the greater-Rochester-area community.

MACHINES AND EQUIPMENT USED

Intel network servers, PC and Macintosh computers in network configurations, Ethernet connectivity appliances, and a wide variety of peripherals including printers and scanners.

LICENSE/CERTIFICATION REQUIRED: None.

QUALIFICATIONS

Minimum acceptable qualifications include Bachelor's degree with course work in computer science or related field and 2-3 years of related experience; or an equivalent combination of education and experience.

- In depth knowledge of Windows XP/Vista/7 operating system in a network environment.
- Familiarity with TCP/IP and Internet resources, MS Office and several types of applications software.
- Understanding of computer imaging concepts (i.e. Ghost).
- Experience working with enterprise virus remediation software and disk protection programs (i.e., Deep Freeze).
- Multitasking ability
- Attention to detail
- Excellent problem-solving, listening, interpersonal, verbal and written communication skills

Essential personal characteristics include flexibility, initiative, creativity, and the ability and willingness to work cooperatively in an evolving technological environment. The library's mission has a strong service orientation and staff are expected to advance that goal.

Desirable qualifications include experience with:

- Mac support and Macintosh OS 10/X
- e-Learning courseware packages (e.g., Blackboard, WebCT, CareLearning, ANGEL Learning, Moodle).
- Database design fundamentals and interaction of databases with Web pages.
- Graphics and multimedia software (e.g., Fireworks, PhotoShop, Flash, Director, Captivate, Camtasia).
- Mobile products.

E = Primary
NE = Secondary

This document describes typical duties and responsibilities and is not intended to limit management from assigning other work, either within this library service area or another, as required.

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Rev. 07/27/11 (sla)