### Service Specialists - Service Desk

<table>
<thead>
<tr>
<th>Job Family</th>
<th>Grade 10</th>
<th>Grade 11</th>
<th>Grade 12</th>
<th>Grade 13</th>
<th>Grade 14</th>
<th>Grade 15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Specialists</td>
<td>Assistant Service Desk Technician</td>
<td>Associate Service Desk Technician</td>
<td>Service Desk Technician</td>
<td>Sr. Service Desk Specialist</td>
<td>Manager/ Sr. Manager, Service Desk</td>
<td>Director - Service Desk</td>
</tr>
</tbody>
</table>

**Purpose:** Provides the first line of technical support for student, academic, and administrative end-users of personal and university technologies, including the campus networks, desktop and mobile devices, online resources and applications, and electronic lab/classroom facilities. Attempts to maximize first-level problem resolution, and insures that all issues are resolved to customer satisfaction.

**Soft skills:**

- Demonstrates a variety of competencies including teamwork/collaboration, analytical thinking, and strong communication.

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems.

**Support/Problem Analysis:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Relationship Management:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Education & Experience:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Communication:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Functional Skills:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Performance Management:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Business Driver:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Supervisory Responsibility:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Career Development:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Career Ladder:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Business Knowledge:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Application Usage:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Measurable Results:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Personal Interests:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Performance Metrics:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Impact:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Influence:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Professional Development:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Career**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Technical Skills:**

- Demonstrates a variety of competencies including teamwork/collaboration, analytical thinking, and strong communication.

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Other Skills:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Key Competencies:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Business Analysis:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Critical Thinking:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Problem Solving:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Decision Making:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Quality Management:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**System Management:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Service Management:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Customer Service:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Technical Support:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Knowledge Management:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Team Leadership:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Technical Innovation:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.

**Project Management:**

- Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems. Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment.
| Technical Skills: | Basic skills in some/all of the following technologies: Windows and Mac operating systems, MS office applications, email, internet, web tools and networking. | Basic skills in some/all of the following technologies: Windows and Mac operating systems, MS office applications, email, internet, web tools and networking. | Proficiency in some/all of the following technologies: Windows and Mac operating systems, MS office applications, email, internet, web tools and networking. | Strong proficiency in some/all of the following technologies: Strong proficiency in some/all of the following technologies: Windows and Mac operating systems, MS office applications, email, internet, web tools and networking. | Broad functional and/or technical experience in all relevant technical specialties, methodologies and tools such as Windows and Mac operating systems, MS office applications, email, internet, web tools and networking. |