



# DOANE UNIVERSITY

## Technical Services Specialist III

The Technical Services Specialist III is involved in the support, planning, and operations of Doane University's Service Center and is responsible for a broad range of customer service duties and functions of the day-to-day operations. This position provides leadership and guidance to the student customer service representatives who work alongside Doane's Technology Services Team. This position involves setting up technology equipment and providing resources for events as well as the university as a whole. Some evening and weekend hours will be required.

The Technical Services Specialist III is responsible for the duties of customer service and service desk functions. Acting as a point of contact to support students, faculty, staff, and customers reporting issues, requesting information, access, or other services ensuring the delivery of customer service through multiple channels including human, digital, self-service and automated. This often calls for the carrying out of identified processes, procedures, and policies. As a level III position it also requires the identification of creative solutions to problems.

### **Primary/Essential Job Duties:**

The Technical Services Specialist III exhibits a combination of capabilities from the [Skills Framework for the Information Age](#) (SFIA). Within the SFIA profile, the Technical Services Specialist III has level 2, 3, and 4 capabilities, i.e. follow, assist, and apply on the skills and duties outlined below.

**Customer service support** - Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfill requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.

**Incident management** - Prioritizes and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures.

**Problem Management** - Initiates and monitors actions to investigate and resolve problems in systems, processes and services. Determines problem fixes/remedies. Assists with the implementation of agreed remedies and preventative measures.

**Consultancy** - Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options, implementing if required. Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.

**Specialist advice** - Actively maintains knowledge in one or more identifiable specialisms. Provides detailed and specific advice regarding the application of their specialism(s) to the organisation's planning and operations. Recognises and identifies the boundaries of their own specialist knowledge.

Collaborates with other specialists, where appropriate, to ensure advice given is appropriate to the needs of the organisation.

**People management** - Manages individuals and groups. Allocates responsibilities and/or packages of work, including supervisory responsibilities. Delegates responsibilities as appropriate. Sets performance targets, and monitors progress against agreed quality and performance criteria. Provides effective feedback, throughout the performance management cycle, to ensure optimum performance. Proactively works to ensure effective working relationships within the team and with those whom the team interacts with. Provides support and guidance as required, in line with individuals' abilities. Advises individuals on career paths, and encourages pro-active development of skills and capabilities and provides mentoring to support professional development. Provides input into formal processes such as compensation negotiations and disciplinary procedures.

**Resourcing** - Implements resource plans, including conducting recruitment interviews. Facilitates selection, assessment and on-boarding processes, and internal resource allocation. Contributes to transitioning of resources, complying with relevant statutory or external regulations and codes of good practice.

**Learning delivery** - Prepares or customises and delivers learning activities and the learning environment for a variety of audiences. Teaches, instructs, trains students/learners in order to develop knowledge, techniques and skills using appropriate methods, tools, online environments, equipment and materials. Oversees students/learners in performing practical activities and work, advising and assisting where necessary, and ensuring that maximum learning benefit is gained from the practical experience. Provides detailed instruction as necessary and responds to wide-ranging and detailed questioning in own area(s) of specialisation. Assesses objectively, against pre-set criteria, the ability levels of students and reports as appropriate. Develops examples and case study material for use in pre-defined courses. Adapts simple course material to meet the needs of students.

**Asset management** - Controls IT assets in one or more significant areas, ensuring that storage, distribution, movement and disposal of assets is carried out. Produces and analyses registers and histories of authorised assets (including secure master copies of software, documentation, data, licenses and agreements for supply, warranty and maintenance), and verifies that all these assets are in a known state and location. Acts to highlight and resolve potential instances of unauthorised assets such as unlicensed copies of software.

**Knowledge management** - Provides advice, guidance, and support to help people to adopt and embed best-practice approaches to information and knowledge management into all areas of their work. Evaluates and selects appropriate knowledge management methods and tools in line with agreed policies and standards. Promotes collaborative technologies, processes and behaviours to facilitate sharing of ideas and work-knowledge among internal teams and external partners. Provides support for the establishment and nurturing of communities of practice, including workshops, one-on-one guidance, and troubleshooting.

**Network support** - Assists in investigation and resolution of network problems. Assists with specified maintenance procedures.

**Information content publishing** - Understands technical publication concepts, tools and methods and the way in which these are used. Uses agreed procedures to publish content. Obtains and analyses usage data and presents it effectively. Understands, and applies principles of usability and accessibility to published information.

**Project management** - Defines, documents and carries out small projects or sub-projects (typically less than six months, with limited budget, limited interdependency with other projects, and no significant strategic impact), alone or with a small team, actively participating in all phases. Identifies, assesses and

manages risks to the success of the project. Applies appropriate project management methods and tools whether predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Agrees project approach with stakeholders, and prepares realistic plans (including quality, risk and communications plans) and tracks activities against the project schedule, managing stakeholder involvement as appropriate. Monitors costs, timescales and resources used, and takes action where these deviate from agreed tolerances. Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are recorded.

**Emerging technology monitoring** - Supports monitoring of the external environment and assessment of emerging technologies to evaluate the potential impacts, threats and opportunities to the organisation. Contributes to the creation of reports, technology roadmapping and the sharing of knowledge and insights.

**System software** - Reviews system software updates and identifies those that merit action. Tailors system software to maximise hardware functionality. Installs and tests new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Prepares and maintains operational documentation for system software. Advises on the correct and effective use of system software.

**Configuration Management** - Applies tools, techniques and processes to administer, track, log, report on and correct configuration items, components and changes. Assists with audits to check the accuracy of information and undertakes any necessary corrective action under direction.

**Service level management** - Monitors service delivery performance metrics and liaises with managers and customers to ensure that service level agreements are not breached without the stakeholders being given the opportunity of planning for a deterioration in service.

**Change Management** - Assesses, analyses, develops, documents and implements changes based on requests for change.

**Information Security** - Communicates information security risks and issues to business managers and others. Performs basic risk assessments for small information systems. Contributes to vulnerability assessments. Applies and maintains specific security controls as required by organisational policy and local risk assessments. Investigates suspected attacks. Responds to security breaches in line with security policy and records the incidents and action taken.

\*Regular and punctual attendance is an essential function of this position.

\*Non-traditional hours of emergency support and the carry and use of a cell phone is required for this position.

**Qualifications/Skills/Abilities Required for Position:**

- Experience that includes customer service management, relationship management, program management, problem management, incident management
- Demonstrated communication skills and the ability to explain technical information effectively

**Qualifications/Skills/Abilities Preferred for Position:**

- Familiarity with the principles of asset management, change management, and service desk management

**Education/Training:**

- Associate Degree in customer service, information technology or related field
- Equivalent work or military experience acceptable

**Licenses and Certifications:**

- ITIL and customer service related certifications preferred