

Computer User Support Specialist

Information Technology
Series

Company Overview:

<Please insert a short paragraph talking about your company and what makes it unique. Include details that capture the core values, culture, and mission of your company, so job seekers clearly understand the environment in which they will be working.>

Job Summary and Responsibilities:

Computer user support specialists provide technical assistance to computer users, answering questions or resolving computer problems for clients in person, over the phone or digitally. Computer user support specialists may also provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, e-mail, and operating systems. Candidates should possess strong communication skills, a strong and effective service orientation to help others, and a basic familiarity with the basic components of commonly-used hardware, software, and applications.

<Add any additional responsibilities or changes relevant to this role at your company.>

Required Competencies:

OCCUPATIONAL COMPETENCIES

- **Tech Support:** Familiarity with the use of some components of commonly-used computer hardware, software, applications, etc. and a basic ability to diagnose customer problems and provide troubleshooting and issue resolution support
- **IT Systems & Hardware:** Familiarity with the use of computers, infrastructure, and peripheral devices and some knowledge of how to assemble, configure, install, maintain, and repair basic, commonly used hardware (e.g., desktops) and systems (e.g., company email)
- **Networking Tools & Concepts:** Ability to apply commonly-used networking tools/devices (e.g., routers, Ethernet, firewalls, frame relay, LAN, VPN, and WAN) and network security techniques and tools (e.g., encryption technology, wireless support, cloud services, and proxy servers)



FOUNDATIONAL COMPETENCIES

- **Active Listening:** Give full attention to what other people are saying, taking time to understand the points being made, asking appropriate questions to identify root cause through iterative questions, making sure to understand the severity of a problem to the end-user, and the impact to the business (e.g., network issue versus PC issue)
- **Service Orientation:** Actively look for ways to help people and viewing role as the “IT Customer Service Department”; owning an issue through completion or transfer to another support specialist; using effective communication and empathy to best help resolve customer issues
- **Judgment and Decision-Making:** Consider the relative costs and benefits of potential actions to choose the most appropriate one, using technical common sense to reduce overall impact of decisions on the customer

Find additional competencies for this role using Skillful's occupation deep dive at www.skillful.com/employers.

Preferred Competencies:

OCCUPATIONAL COMPETENCIES

Microsoft Office: Use of multiple end-user software packages and cloud solutions (which must include a business productivity suite such as MS Office or Google Docs) and working knowledge of how to install, configure, and maintain some of these packages in an enterprise environment

FOUNDATIONAL COMPETENCIES

Critical Thinking: Use logic and reasoning to identify the risks and rewards of alternative solutions, conclusions, or approaches to problems to improve operational efficiency; seeing the big picture and identifying patterns like a large number of tickets for the same type of issue; identifying opportunities for improvement by regularly reevaluating the status quo

Example Activities:

- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software
- Answer user inquiries regarding computer software or hardware operation to resolve various problems (e.g., malfunctioning software, user account lock out)
- Oversee the daily performance of computer systems
- Enter commands and observe system functioning to verify correct operations and detect errors



Required Certifications:

<Note: Insert Required Certifications *but only if truly required.*>

Job Details:

- Location
- Department
- Job ID
- Classification
- Insert additional details of this position if applicable