



**University of Texas at El Paso  
Job Description**

**Job Code:** 9267  
**Job Title:** PC Support Services Supervisor  
**Department:** Job may be available in different departments/divisions  
**Reports To:** In accordance with specific departmental policies  
**FLSA:** Exempt  
**Prepared by:** Human Resource Services  
**Creation/Revision:** December 15, 2010

**Summary:** Provides customers and end users with product and technical support.

**Note:** The primary accountabilities below are intended to describe the general content of and requirements of this position and are not intended to be an exhaustive statement of duties. Incumbents may perform all or some of the primary accountabilities listed below. Specific tasks or responsibilities will be documented in the incumbents' performance objectives as outlined by the incumbents' immediate supervisor or manager. This position is security-sensitive and subject to Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. Must possess a valid driver's license issued by the State where the applicant resides and must be insurable as defined in the UT System BPM 16-05-02, as applicable to the performance of essential duties and responsibilities of the position.

**Statement of Duties and Responsibilities:**

Supervises PC Support personnel and projects.

Interprets and assigns work order calls.

Performs activities of workers supervised.

Staffs and trains team of technical support representatives.

Creates systems for responding to customer inquiries via telephone, online networks, and mail.

Trains staff to help customers use products properly and how to handle customer concerns and manage user accounts.

Communicates with programmers regarding bugs and follows-up to make sure fixes are received and tested.

Advises upper management on product development issues arising from product problems identified through technical support calls with customers; recommends measures to improve equipment performance, quality of product, and working conditions to increase efficiency of department.

Advises technical writers on user documentation.

Handles customer problems that arise from the use of the product.

Completes, maintains, and processes pertinent paperwork and records; manages and tracks inquiries through Measures of Performance Reports.

Plans and schedules levels of support according to product release schedules; assists in final testing of new products.

Requisitions parts as needed for repairs.

Interprets company policies to workers and enforces safety regulations.

Coordinates with other trades and department supervisors or managers on work projects and estimates worker hour requirements for completion of job.

Analyzes and resolves work problems; initiates or suggests plans to motivate workers to achieve work goals.

Maintains timecards and attendance reports.

Knowledge of all Microsoft Office software and able to learn and use institutional software systems.

Complies with all State and University policies.



Other duties may be assigned.

**Supervisory Responsibilities:** Manages employees in the PC Support Division. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Minimum Education required:** Bachelor's degree from four year college or university within area of assigned responsibility.

**Minimum Experience required:** Five years related experience to the statement of duties and responsibilities; or equivalent combination of education and experience. Individuals with knowledge of HEAT; BIS; Web Reports; Goldmine; Octel; Exchange; Miner Pipeline Database software and Office XP and Office 2000 Development software preferred or the ability to learn.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to feel. The employee is frequently required to stand; walk and sit. The employee is occasionally required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must frequently lift and move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions and risk of electrical shock. The noise level in the work environment is usually moderate.