Category 10: Customer Service Services

Customer service program analysis; customer service program design; and/or change management.

Following is a list of the position titles and descriptions applicable to this category:

Business Analyst: Perform business requirements analysis, workflow analysis, and work with users to write functional specifications. Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into specific details, abstract up from low-level information to general understanding, and distinguish between user requests from true business needs. Act as the liaison between the user and the technical team and provide support throughout the development life cycle. Deliver such artifacts as functional requirements, business requirements, use cases, GUI, screen and interface design. 'Requires a Bachelor's degree, analytical skills, ability to translate users' expressed needs into application and operational requirements.

Deployment Specialist: Responsible for IT Service management, including deployment of IT infrastructure and applications into production; subject matter expert (SME) for Change and Release Management; manage troubleshooting of unplanned system outages; promote understanding of and adherence to change procedures; understand overall infrastructure and technologies being changed. Requires a Bachelor's degree; three years of professional IT experience; big-picture understanding. ITIL Foundation certification preferred.

Functional Architect: Maintain focus on the high level/conceptual vision of the product and its function and features throughout the development process to ensure the technology design ties to business requirements and creates a useful system. Requires Bachelor's degree and 5 years of professional IT experience, including experience with process improvement methodologies and project management.

Help Desk Support Analyst: As the first point of contact, respond to inquiries and requests for assistance with computer systems and usage. Assist in problem resolution, with the aim of eliminating recurrences and reducing repeat calls. Coordinate with internal and external IT resources to resolve problems as necessary. Requires at least two years of professional work experience, preferably in Help Desk or customer service roles.

Integration Specialists: Analyze, design, and document solutions which meet client requirements and which work within the established system architecture and meet technical standards. Work with project teams to analyze and review technical specifications, document integration components, and design complex multi-system integrations which provide complete business solutions. Requires a Bachelor's degree; technical analysis experience; and in-depth knowledge of business processes and implementation methodologies.

IT Support Associate: Provide fundamental support for application software, operating systems, and equipment configurations in the following areas of support: Microcomputer, Help Desk, network, computer operations and systems, customer education, policy/procedure development, and team or project leadership. Requires a minimum of 1 year IT work experience.

IT Technical Associate: Provide technical expertise for implementation, maintenance, and optimization of operating systems, software, hardware, databases, security protocols, and equipment. Conduct analysis, evaluate user needs, develop documentation and presentations, and establish and monitor performance standards/metrics. Requires college coursework in IT or equivalent IT work.

Systems Administrator: Ensure operating reliability and efficiency of server hardware and software for the University's administrative computer system in multiple sites 24/7/365. Install and configure new hardware and software, apply operating system updates and configuration changes, and monitor and manage system resources for operating efficiency. Provide technical assistance, and troubleshoot and diagnose problems with production and development environments. Requires a Bachelor's degree, at least 3 years of IT work experience, and expertise in multiple system environments.

Systems Programmer: Maintain, optimize, and provide technical support for enterprise-wide applications/systems. Interact with vendors, and patch, upgrade, monitor, and maintain the University's enterprise applications to ensure fault tolerance and high availability. Requires a Bachelor's degree in Computer Science or related technical field and experience in a technical role in IT.

System Specialist: Provide technical assistance to computer users and provide insight into how technology use can be improved. Apply expertise to develop user materials, recommend improvements to business processes, and educate customers in the strategic use of the administrative information technology and applications portfolio. Requires a Bachelor's degree in computer science or related discipline, IT customer support experience, and creative problem solving capabilities.