JOB SUMMARY

Researches; procures; and distributes University software and computer hardware components utilizing vendor websites; accounting software; license servers; and incident tracking software; within the central IT Support Center’s Hardware and Software Services Auxiliary Group. Provides technical support for University software. Focuses on customer service and is responsible for documenting help desk incidents for computer licensing and hardware repair in an incident tracking software. Trains; oversees; and monitors the work of two or more Hardware and Software Services employees; as needed.