

**HOWARD UNIVERSITY
Position Description**

POSITION TITLE:	Service Response Analyst	SALARY GRADE:	HU-09
DATE REVISED:	December 01, 2014	EEO CODE:	05
JOB CODE:	9246	FLSA STATUS:	Non-Exempt
BARGAINING UNIT:	N/A		

DEPARTMENT:	POSITION NO:
REPORTS TO:	GRANT: <input type="checkbox"/> No <input type="checkbox"/> Yes

BASIC FUNCTION: The purpose of this position is to provide technical assistance to computer system users. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

SUPERVISORY ACCOUNTABILITY: Involves no responsibility or authority for the direction of others.

NATURE AND SCOPE: Internal contacts may include senior administrators, faculty, students and staff. External contacts may include vendors, consultants and the general public.

PRINCIPAL ACCOUNTABILITIES:

- Oversee the daily performance of computer systems.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Enter commands and observe system functioning to verify correct operations and detect errors.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Refer major hardware or software problems or defective products to vendors or technicians for service.
- Develop training materials and procedures, or train users in the proper use of hardware or software.

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Confer with staff, users, and management to establish requirements for new systems or modifications.

Perform other job-related duties as assigned.

CORE COMPETENCIES: Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Competence in both written and oral English with the ability to communicate clear and precise instructions to staff and clients in either verbal or written form.

Ability to establish and maintain effective and harmonious work relations with students, faculty, staff, University officials and the general public.

Ability to be a supportive and productive team member.

Ability to maintain confidentiality of sensitive institutional data.

Ability to perform multiple and varied tasks independently.

MINIMUM REQUIREMENTS: High School diploma or GED and 2-4 years of general work experience. AA/AS may be substituted for 4 years of required work experience. BA/BS may be substituted for up to 4 years work experience.

Note: This position description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The university has the right to revise this position description at any time. This position description is not be construed as a contract for employment.

SIGNATURES REQUIRED:

SIGNED BY: _____ **DATE:** _____
Department Manager/Supervisor

CERTIFIED BY: _____ **DATE:** _____
Department of Compensation and Performance Management

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