JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

IT Customer Service Specialist I

Job Code: 10606

Salary Grade: 18

FLSA Status: Non-Exempt

Job Family: Information Technology

Job Subfamily: IT Support

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Position Summary

Troubleshoots routine hardware and software issues for faculty, staff, and students under close supervision. Processes assigned help desk requests, installs standard IT equipment, and updates technical documentation within established guidelines.

Job Responsibilities

1. Troubleshoots routine hardware and software issues on assigned computers, printers, and mobile devices.
2. Processes help desk requests by recording, categorizing, and prioritizing incoming tickets.
3. Installs and configures standard desktops, monitors, and peripheral equipment in assigned areas.
4. Escalates unresolved incidents to senior IT staff or appropriate support teams.
5. Updates technical documentation and knowledge base articles for common support procedures.
6. Assists with setup and basic maintenance of classroom and lab technology.
7. Monitors open tickets and follows up to verify issue resolution and user satisfaction.

Minimum Requirements

Required Education & Experience:

- Education: High School or GED
- Experience: 0 years

Required Certifications or Licenses:

- None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Knowledge: Demonstrates baseline working knowledge of routine work processes, job responsibilities, procedures, and tools.
- Communication & Collaboration: Practices baseline principles of listening, and clear written/verbal communication.
- Problem Solving: Performs functions that are routine in nature and follows standard procedures.
- Autonomy: Follows standard principles and guidelines with little to no latitude for personal decision making.
- Leadership: Primarily an individual contributor with no formal leadership responsibility.

Working Conditions

- Standard office environment.
- Prolonged periods of sitting and working at a computer.
- Frequent use of a keyboard and repetitive motion.
- Occasional lifting of up to 25 pounds.
- May experience periods of elevated workload and competing deadlines.

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