UW INFORMATION SYSTEMS (IS) CUSTOMER SALES TECHNICIAN TITLE SERIES DEFINITIONS

I.   DEFINITIONS

UW IS CUSTOMER SALES TECHNICIAN

The technical positions in this title are responsible for providing product sales customer service to University of Wisconsin students, faculty, staff, and departments. The positions require an extensive knowledge of information technology products including microcomputer hardware, software, and special-orders; computer and printer supplies; a wide variety of computer components, memory upgrades, and options; peripheral equipment, accessories, and parts; computer site licensing and licensing requirements; and computer and network repair and installation. Job duties are performed face-to-face and/or over the telephone and include: answering inquiries and technical questions from customers; providing product information; advocating for dissatisfied customers; initiating complex work order requisitions; evaluating first level diagnostic problems on newly purchased hardware, upgrades, software, and software licensing products; evaluating computer product selection alternatives and customer needs; processing customer requests for licenses; maintaining customer backorder and special order records; maintaining a variety of data bases; and assuring computer components are packaged correctly for delivery. Job duties are performed under general supervision.

UW IS CUSTOMER SALES TECHNICIAN–LEAD

The positions in this title lead permanent UW IS Customer Sales Technicians, Limited Term, and student employees, which includes training and orienting sales staff. The Lead positions are responsible for all the work described at the UW IS Customer Sales Technician level. In addition, the positions are responsible for analyzing, developing, and implementing procedures to improve the efficiency of existing systems and participating in the planning and coordinating of new systems; designing forms required for receipt and ordering; designing a variety of data bases; monitoring backorders and special orders; communicating with administrative support staff to create and update daily pricing and inventory databases for file transfer to the Internet and DoIt catalog; developing workflow processes including databases for tracing employee work measurement statistics; working closely with the on-line Catalogue to insure accurate and up to date product listings; working closely with the E- Commerce Team to insure proper functionality of user interface; and providing technical support for the staff and for computer systems.

II.   QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

III.   ADMINISTRATIVE INFORMATION

This classification series was created effective July 2, 2000 as a result of the IS Technical Survey and announced in Bulletin DCLR/SC-115 to describe technical IS positions at the University of Wisconsin.