

**UNC Wilmington**  
**Technology Support Career Branch**  
**Descriptions of Work**  
**November 2004**

**Technology Support Technician**

This is technical work providing consultation, support, and/or training to end-users/clients of computer or other technology-based systems. Employees may provide basic support of hardware, applications and operating systems, and networking. This function requires a broad understanding of a variety of technologies to effectively support end-users/clients. These employees are not usually involved in application development, system integration or network design/analysis. This work requires particularly strong communication skills, an ability to effectively interact with a broad range of end-users/clients and an ability to use a variety of technical resources for providing this support. Employees at this level may provide routine support for a wide range of technologies, or may provide in-depth support for a more narrowly defined area of technology.

**Technology Support Analyst**

This is analytical work providing consultation, support, and/or training to end-users/clients of computer or other technology-based systems. Employees may provide technical support of hardware, applications, operating systems, and networking. This function requires a broad understanding of a variety of technologies to effectively support end-users/clients. These employees are not usually involved in application development or network design; but may participate in system integration and network analysis activities. This work requires particularly strong communication skills, and ability to effectively interact with a broad range of end-users/clients and an ability to use a variety of technical resources for providing this support. Employees at this level may provide routine and non-routine support for a wide range of technologies, or may provide in-depth support for a more narrowly-defined area of technology. These employees may be responsible for oversight of programs or projects.

**Technology Support Specialist**

This is advanced work providing consultation, support, and/or training for technology-based systems. Employees may provide support of hardware, applications, operating systems, and networking. This function requires an in-depth understanding of a wide variety of technologies to effectively support end-users/clients and provide guidance to others. These employees may participate in applications development, system integration and networking activities. This work requires very strong communication skills, an ability to effectively interact with a broad range of end-users/clients and others, as well as an ability to use a variety of resources for providing support. Employees at this level typically provide advanced support for a broad range of technologies, or in-depth support for a more narrowly-defined area of technology. These employees may be responsible for oversight of programs or projects.