

SAFAB Use Only	
YES	NO



Student Affairs Fee
Advisory Board

DIVISION OF STUDENT AFFAIRS

Funding Request Form FY2023

Department should complete one form for each individual request

Department:

Department of Information Technology

Program, Service or Operation Requested:

End User Support Specialist II

General Description:

End User Support Specialist II will resolve customer support requests and assist with new account creation and deletion as well as general help requests to meet business needs and support student program

Request Type:

Full Increase One-Time Partial/Matching

Type of Funds Requested:

UAF Other

General Questions

How does this address an important need and/or positively impact students?

Position will respond to customer service requests to resolve technology incidents and help requests. This will enable division departments to execute student facing programs and use technology to innovate and increase student experience.

What department/Division strategic plan item does this support?

Division of Student Affairs Strategic plan objectives of Contribute to Student Success, and Ensure Future Effectiveness & Sustainability

Please provide data, evidence, and/or input (student faculty, staff, other) you gathered to help you determine the need for additional resources.

Qualitative Assessment data during the FY21 academic year reveal increased customer delays when complex issues are escalated to level II on our service desk. Adding this position will allow us to respond faster to service requests and reduce customer wait time.

What actions have you implemented or discontinued internally to address the identified need?

We recently moved a staff member from another team to the Service Desk to help reduce the workload but more assistance is needed.

If funding is granted, what metrics will you use to evaluate success of this program/service/operation?

Reduced time to resolution for incidents and help requests

Have other sources of funding (fundraising, sponsorship, reserves, etc.) been considered? Please explain.

No. Additional sources of funding are not available to us.

Total Estimated Cost

Funding Description	Amount
End User Support Specialist II	65,000
<i>Less Estimated Partial/Matching Funds (if Applicable)</i>	\$25, 675
TOTAL INCREASE REQUESTED	\$39,325