eSHOP Super User Partnership

SUPER USER ROLE DESCRIPTION:
A Super User provides operational support for the UNL eSHOP system and is a long-term support resource for end users in his or her department or college. The Super User answers end user questions, assists with end user training, and serves as a liaison between end users, department leaders, and the Procurement eSHOP team. The Super User is assigned this role by their college or department business office. Super User responsibilities are in addition to his or her current duties.

REQUIRED SKILLS AND TRAITS:
A Super User is an end user with extensive knowledge of workflows and the eSHOP system being supported. Super Users are often the “go-to” people in their departments. They must be approachable, knowledgeable, and responsible members of the staff. Often, Super Users are most successful when their roles match those of the end users being supported. Specific skills and traits of successful Super Users include:

- Strong communication skills; approachable, outgoing, and enthusiastic.
- A strong belief in eSHOP system; understanding of the workflows being supported.
- The ability to solve problems and adapt to change.
- A willingness to learn and remain competent in skills.

TIME COMMITMENT:

- Super User Training 2 – 2.5 hours
- Super User Cabinet Meetings 1.5 hours, 3x per year or as needed.
- Dept. End User Training Depends on Dept. guidelines
- Software and Usability Testing Volunteer – As time allows
- Dept./College Support Approx. 2-4 hours per week or as needed.

RESPONSIBILITIES INCLUDE:

1. Complete the Super User Training program:
   - Attending Super User Training. (May be included as part of Super User meetings.)
   - Be aware of resources for training documentation, supplier guides, and webpage.

2. Participate in software and usability testing.
Prior to go-live for new functionality, Super Users can assist the Procurement eSHOP Team with software and usability testing. Super Users report issues to the Procurement eSHOP team so that the issues can be prioritized and resolved before go-live.

This is the most important responsibility of Super Users because they are the main source of support for end users within their departments. Super Users will increase communication between end users, department leaders, and the Procurement eSHOP Team by:

- Educating staff about upgrades and changes to system.
- Guiding staff in making purchases in eSHOP a routine part of their day.
- Participating in testing new eSHOP functionality as time allows.
- Providing basic system support to shoppers, requestors, and approvers.
- Working with the Procurement eSHOP Team to identify and resolve workflow or application issues.
- Attending scheduled Super User meetings to provide department feedback on new functionality and system improvements.
- Providing feedback on users’ knowledge and skills to improve training and communication.

Any questions about the Super User partnership can be addressed to Nicole McCoid at nicole.mccoid@unl.edu. Thank you for your interest and support of the eSHOP system.