

Job Template: Computer Support Specialist 1

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Specialist 1
Job Category: P	Job Level: 2
FLSA Status: E	Job Code: E41000

P2: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Tend to have assignments that are reoccurring and work outputs generally are delivered in a prescribed form/format.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- May recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ Supervision Received

- Works under general supervision.
- Periodic checks on accuracy, quality, and timeliness of outcomes.

→ Context of Decisions

- Independently develops how work is to be done based on precedent, practice, and existing policy at the unit/office levels.

→ Job Controls

- Possess the latitude to adjust the work processes or methods to effectively and efficiently manage their work assignments.
- Guided by general procedures and professional norms.

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COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Problems tend to be modestly technical or operational.

→ *Course of Resolution*

- Performs comparisons, verifications, reconciliations, compilations, etc. and such of data, program or student services/practices, or operational/staff output.
- Understands the end product/outcome and where to send and receive information and materials to fulfill the assigned responsibilities.

→ *Measure of Creativity*

- Once problems are identified, solutions generally can be resolved using conventional or standard procedures.
- Most of the obstacles, issues, or concerns can be handled with established practice and policy.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.

SCOPE AND MEASURABLE EFFECT

- Actions typically affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents indirectly promote the general welfare of students, faculty and staff, and safeguard the institution by playing an important role within a process.

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Job Category: P	Job Level: 2
FLSA Status: E	Job Code: E41000

Job Template

GENERAL SUMMARY

Provides technical support including installation, monitoring, configuration, documentation, troubleshooting, and problem solving in support of personal computing.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under direct supervision of a supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Assists senior technical personnel with IT projects.
- Assists with technology support, both remotely and in person.
- Provides user support and customer service as directed.
- Communicates with other IT personnel on problem resolution and the status of open cases.
- Communicates with non-technical end users in a professional way.
- Support the confidentiality, integrity, and availability of University information as part of the overall University Information Security Program.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Associates degree
- OR
- Two years of related experience.

COMPETENCIES

Knowledge of:

- Microsoft Windows and Mac OS

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Job Category: P	Job Level: 2
FLSA Status: E	Job Code: E41000

- Microsoft Office and related software applications
- Personal device configuration

Skill in:

- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Provide technical training and guidance
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Diagnose and resolve AV Systems problems
- Prepare clear documentation
- Maintain the confidentiality of information and professional boundaries

Job Template: Computer Support Specialist 2

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Specialist 2
Job Category: P	Job Level: 3
FLSA Status: E	Job Code: E41001

P3: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under limited supervision.

→ *Context of Decisions*

- Utilizes general departmental guidelines to develop resolutions outside the standard practice.

→ *Job Controls*

- Possesses considerable freedom from technical and administrative oversight while the work is in progress.
- Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes.
- Serves as the advanced resource to whom more junior employees go to for technical guidance.

Job Template: Computer Support Specialist 2

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Specialist 2
Job Category: P	Job Level: 3
FLSA Status: E	Job Code: E41001

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Handles a variety of work situations that are cyclical in character, with occasionally complex situations.
- Issues are regularly varied.
- Problems tend to be technical or programmatic in nature.

→ *Course of Resolution*

- Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience.

→ *Measure of Creativity*

- Issues are solvable through deep technical know-how and imaginative workarounds.
- Most of the obstacles, issues, or concerns encountered require considering alternative practice or policy interpretation.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.

SCOPE AND MEASURABLE EFFECT

- Actions regularly affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents have an indirect impact on a larger action or process, such as serving as a single component in an approval process, where the process is “owned” by a different work unit.
- May be designated to guide or organize the work of several employees within the unit.

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Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Specialist 2
Job Category: P	Job Level: 3
FLSA Status: E	Job Code: E41001

Job Template

GENERAL SUMMARY

Provides technical support including installation, monitoring, configuration, documentation, troubleshooting, and problem solving in support of personal computing.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under direct supervision of a supervisor or manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Assists senior technical personnel with the installation, upgrade, and maintenance of university information technology systems.
- Uses standard diagnostic techniques to analyze, identify, and solve problems.
- Provides assistance in technology support and training, both remotely and in person.
- Assists with technical projects as part of a project team.
- Assists with the development of plans and processes that minimize risk to services or systems due to errors.
- Provides user support and customer service on technology related issues. Troubleshoots problems and advises on appropriate action. Communicates with other IT personnel on problem resolution and status of open cases.
- Supports the confidentiality, integrity, and availability of University information as part of the overall University Information Security Program.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Associates degree
- Two years of related experience

Job Template: Computer Support Specialist 2

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Specialist 2
Job Category: P	Job Level: 3
FLSA Status: E	Job Code: E41001

OR

- A bachelor's degree

OR

- Four years of related experience

AND

- The willingness and ability to work occasional weekends and outside normal work schedule.

COMPETENCIES

Knowledge of:

- Microsoft Windows and Mac OS
- Microsoft Office and related software applications
- Personal device configuration

Skill in:

- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Provide technical training and guidance
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Diagnose and resolve AV Systems problems
- Prepare clear documentation
- Maintain the confidentiality of information and professional boundaries

Job Template: Computer Support Technician 1

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Technician 1
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: E41002

P4: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under direction.

→ *Context of Decisions*

- Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
- Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

→ *Job Controls*

- Has the latitude to make decisions on projects that they are accountable for delivering on.
- Free to plan and carry out all phases of work assignments.

Job Template: Computer Support Technician 1

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Technician 1
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: E41002

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

→ *Course of Resolution*

- Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

→ *Measure of Creativity*

- Problems are not amenable to strict technical resolution, requiring innovative thinking.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.
- Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

SCOPE AND MEASURABLE EFFECT

- Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
- Actions typically affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.

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Job Title	Computer Support Technician 1
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: E41002

- Generally, have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

Job Template

GENERAL SUMMARY

Provides domain competency and technical support in personal computing. Confers with technical leadership in research, evaluation, and identification of technology solutions.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under general supervision of a supervisor or manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Identifies and resolves system errors. Consults with users to resolve problems with personal computing technologies.
- Writes basic scripts and procedures to assist with managing systems.
- Uses various software and hardware tools, installs software and/or hardware; documents modifications made to the hardware, software, or procedures.
- Carries out small- to moderately-sized technical tasks with minimal assistance and writes summaries of technical project work.
- Responds to inquiries from other departments and collaborates with external departments.
- Supports senior technical personnel with installation, upgrade, and maintenance of IT systems.
- Uses standard diagnostic techniques to analyze, identify and solve problems.
- Supports the development of plans and processes that minimize risk to services or systems due to errors.
- Supports technical projects, as part of a project team.

Job Template: Computer Support Technician 1

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Technician 1
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: E41002

- Supports the confidentiality, integrity, and availability of University information as part of the overall University Information Security Program.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Associates degree
 - Four years of related experience
- OR
- Bachelor's degree
 - Two years of related experience
- OR
- Six years of related experience
- AND
- The ability to work occasional weekends and outside normal work schedule.

COMPETENCIES

Knowledge of:

- Windows, Mac OS and iOS
- Microsoft Office and related software applications
- Personal device configuration
- Personal device management
- Printer setup and maintenance
- File services

Skill in:

- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

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Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Technician 1
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: E41002

- Provide technical training and guidance
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Diagnose and resolve AV Systems problems
- Prepare clear documentation
- Maintain the confidentiality of information and professional boundaries

Job Template: Computer Support Technician 2

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Technician 2
Job Category: P	Job Level: 6
FLSA Status: E	Job Code: E41003

P6: Level Standards

GENERAL ROLE

This level is accountable for serving in a highly advanced capacity in an area of specialization. The advanced resource capacity must be distinct from the regular or most common provision of work within the area of specialization. Positions at this level are not reflective of the majority of the workforce, but instead the most advanced functions within an area of specialization.

Incumbents:

- Serve in a subject leader and consultative capacity within an area of expertise.
- Set goals and objectives for team members to meet project initiatives and standards.
- Distribute project work.
- Evaluate and monitor the accuracy, quality, quantity, and timeliness to meet project milestones and objects.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under direction.
- Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

→ *Context of Decisions*

- Decisions are driven by departmental policy and procedures.
- Incumbents understand the smallest details of an assigned area.

→ *Job Controls*

- Free to plan and carry out all phases of work assignments, including the oversight of project staff.
- Has the latitude to make daily operational project decisions.

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

Job Template: Computer Support Technician 2

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Technician 2
Job Category: P	Job Level: 6
FLSA Status: E	Job Code: E41003

- Issues are readily identified but cannot be understood and fixed in simple cause-effect terms.
- Variables affecting the problem are generally known.

→ Course of Resolution

- Utilizing an understanding of best practices and the way similar units run elsewhere, convincingly recommends, develops, and implements capital and process improvements to the area.

→ Measure of Creativity

- Problems require integrative solutions such as how technologies, processes, resources, and people all fit together

COMMUNICATION EXPECTATIONS

→ Manner of Delivery and Content

- Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

SCOPE AND MEASURABLE EFFECT

- Serve as a lead over major projects within a specific administrative/programmatic function or specialty area requiring specialized education.
- Actions regularly affect a department or an office-centric outcome with departmental impact.
- Actions generally have a direct impact on controlling such things as nature of work and scope of services.
- Actions may have high-risk financial, compliance, political or safety implications.
- Performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

Job Template: Computer Support Technician 2

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Technician 2
Job Category: P	Job Level: 6
FLSA Status: E	Job Code: E41003

Job Template

GENERAL SUMMARY

Provides domain proficiency, broad competency, and advanced technical support in personal computing. Provides analysis and assessment, and recommends technology solutions.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under limited supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Possess in-depth technical knowledge and the ability to design and support information technology services in a multi-tiered environment.
- Identifies and resolves system errors.
- Writes scripts and/or basic programs to assist with managing personal devices.
- Develops procedures, techniques, or programs to analyze or improve the performance and efficiency of software and hardware systems. Uses various software and hardware tools, installs software and/or hardware, and writes documentation.
- Works with vendors and management to develop or enhance new systems.
- Works with technical and functional staff to resolve system integration issues.
- Carries out larger technical tasks with minimal assistance, and writes summaries of technical project work.
- Responds to inquiries from other departments and collaborates with them.
- Develops plans and processes to ensure the availability of services or systems.
- Collaborates with senior technical personnel in the installation, upgrade, and maintenance of personal devices
- Contributes to technical projects as part of a cross functional team.

Job Template: Computer Support Technician 2

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Technician 2
Job Category: P	Job Level: 6
FLSA Status: E	Job Code: E41003

- Supports the confidentiality, integrity, and availability of University information as part of the overall University Information Security Program.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Associates degree
 - Six years of related experience
- OR
- Bachelor's degree
 - Four years of related experience
- OR
- Eight years of related experience
- AND
- The ability to work occasional weekends and outside normal work schedule.

COMPETENCIES

Knowledge of:

- Windows, Mac OS and iOS
- Microsoft Office and related software applications
- Personal device configuration
- Personal device management
- Printer setup and maintenance
- File services
- System administration concepts

Skill in:

- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Provide technical training and guidance

Job Template: Computer Support Technician 2

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Technician 2
Job Category: P	Job Level: 6
FLSA Status: E	Job Code: E41003

- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Diagnose and resolve AV Systems problems
- Prepare clear documentation
- Maintain the confidentiality of information and professional boundaries

Job Template: Computer Support Technician 3

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Technician 3
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: E41004

P7: Level Standards

GENERAL ROLE

This level is accountable for serving in an expert resource capacity in an area of specialization. Positions at this level are not reflective of the majority of the workforce, but instead the most complex functions within an area of specialization.

Incumbents:

- Serve in a subject leader and consultative capacity within an area of expertise.
- Provide analytical, technical, and advisory support to leaders and decisions makers within the same disciplinary track.
- Lead projects or initiatives within the specific area of expertise, to include leading vendors or cross-functional departments or teams.
- Research and apply better ways to effectively achieve end results by, for example, arranging/rearranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities as needed.
- Set project objectives, immediate- and/or long-term, as a means to fulfill project initiatives.

INDEPENDENCE AND DECISION-MAKING

→ Supervision Received

- Works under general direction.
- Seeks assistance only when unique situations arise, coupled with financial impact to the division and political consequence.

→ Context of Decisions

- Work is focused on and regulated by specific department/division goals and milestones.

→ Job Controls

- Act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the department and division objectives and missions.
- Subject to managerial controls through conferences, review of reports, and occasional on-site visits or check-ins.

Job Template: Computer Support Technician 3

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Technician 3
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: E41004

- Managerial controls are exercised on the incumbent for matters of intermediate- and long-range planning, budgetary, and human resources based matters.

COMPLEXITY AND PROBLEM SOLVING

→ Range of issues

- Problems are unique and unexpected.
- Challenges for problems arise due to lack of precedent.

→ Course of Resolution

- Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches with broad impacting effects.
- Problem resolution should regularly require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division.

→ Measure of Creativity

- Incumbents are regularly required to develop new methods/methodology for evaluation and implementation plans for new initiatives.

COMMUNICATION EXPECTATIONS

→ Manner of Delivery and Content

- Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

SCOPE AND MEASURABLE EFFECT

- Serve as an expert on specific subject matter evidenced by regularly researching and producing reports (e.g., white papers) on technical matters of systematic importance and consulting with managers throughout the division/University on specific issues in the position's area of expertise.
- Actions regularly affect a departmental outcome with division-wide impact.

Job Template: Computer Support Technician 3

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Technician 3
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: E41004

- Actions have a direct impact on controlling such things as project scope, team size and nature of assignments, operating budget, etc.
- Actions may have high-risk financial, compliance, political, or safety implications.
- Performance results tend to be related to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

Job Template: Computer Support Technician 3

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Technician 3
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: E41004

Job Template

GENERAL SUMMARY

Provides domain expertise, broad proficiency, and expert technical support in personal computing. Leads technical decisions in design of solutions.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under general direction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Possesses comprehensive knowledge and the ability to design and manage an enterprise service in a large and complex environment.
- Identifies and resolves complex system issues in large-scale enterprise services.
- Leads technical staff in the installation, upgrade, and maintenance of systems.
- Develops procedures, techniques, or programs to analyze or improve the performance and efficiency of software and hardware systems. Documents modifications made to the hardware, software, or procedures related to the systems.
- Writes advanced scripts and/or programs to assist with system management.
- Works with vendors and/or management to design, develop, enhance, and implement enterprise solutions.
- Carries out larger technical tasks, and writes summaries of technical project work.
- Works with technical and functional staff to design and develop systems integrations.
- Designs, plans, develops, configures, and implements solutions to ensure the high availability of services if a major disruption is caused by system issues or large-scale disasters.

Job Template: Computer Support Technician 3

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Technician 3
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: E41004

- Responds to inquiries from other departments and collaborates with external departments. Documents all technical work in user guides for future reference.
- Contributes to technical projects, as part of a cross functional team.
- Supports the confidentiality, integrity, and availability of University information as part of the overall University Information Security Program.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Associates degree
- Eight years of related experience
- OR
- Bachelor's degree
- Six years of related experience
- OR
- Ten years of related experience
- AND
- The willingness and ability to work occasional weekends and outside normal work schedule.

COMPETENCIES

Knowledge of:

- Windows, Mac OS and iOS
- Microsoft Office and related software applications
- Personal device configuration
- Personal device management
- Printer setup and maintenance
- File services
- System administration

Skill in:

- Planning and organization

Job Template: Computer Support Technician 3

Occupational Group	Information Technology
Job Family	IT Support Services
Job Path	Computer Support
Job Title	Computer Support Technician 3
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: E41004

- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Provide technical training and guidance
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Diagnose and resolve AV Systems problems
- Prepare clear documentation
- Maintain the confidentiality of information and professional boundaries