JOB INFORMATION

Effective Date	8/23/2023
Job Code:	3987
Job Title:	Computing Coordinator III
Salary Grade/Structure:	999 - Support Staff
Career Level Name:	
FLSA Name:	Non-Exempt
EEO Code:	30-Professional Non-Faculty
Job Function:	Information Technology
Job Family:	IT Support
Job Summary	The Computing Coordinator III is responsible for providing advanced-level hardware and software technical support to departments/schools faculty, staff and students. Installs, troubleshoots and maintains hardware/software and replace components as required. Establishes a working knowledge of the University's network to troubleshoot network line problems. Work performed will follow established UCT guidelines. Leads team(s) environment and works independently to achieve UCT and University goals.

COMPETENCIES

Competencies
Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred	
Bachelor's Degree	in Computer Science, Information Systems, or related field or Equivalent Combinations of Education and Experience	Required	
Master's Degree	in Computer Science, Information Systems or related field	Preferred	

Work Experience

Experience	Experience Details	Required/ Preferred	
Considerable	years' experience in software and hardware support for PCs and Apple systems including peripherals, operating systems, and, diagnostic software	Required	
Considerable	years' experience in troubleshooting and repairing hardware and software on PCs and Apple systems with associated peripherals in a higher education environment	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
	A+, Microsoft Certified Solutions Associate (MCSA): Windows 7/8/10, Apple Certified Macintosh Technician (ACMT)		Preferred	

Knowledge, Skills and Abilities

	KSAs	Proficiency
•	Proficiency with PC and Apple computer systems and knowledge of multiplatform operating systems and Microsoft Office supported applications. Software knowledge must include Internet browser, working tools and diagnostic software.	Proficient
•	Ability to diagnose and repair computing technology including, but not limited to software, hardware, operating system, peripherals, etc.	Skilled
•	Ability to learn and master new software applications quickly.	Skilled
•	Excellent verbal and written communications skills in English.	Proficient
•	Excellent interpersonal skills and ability to interact with users in a service-oriented manner.	Proficient
•	Ability to conduct technical training.	Skilled
•	Ability to prioritize tasks, follow policies and procedures, meet deadlines and handle multiple projects simultaneously.	Skilled
•	Knowledge of Networking.	Skilled

JOB RESPONSIBIILTIES

Campus Security Authority ☐

Remote Work Capable ☐

Essential Functions

	Essential Function	% TIME
•	Schedules office visits, troubleshoot hardware/software/networking problems. Diagnose, research, and correct issues, including the detection and elimination of computer viruses. Provide overall coordination, control, and support of departmental faculty and staff office computers, lab and classroom equipment support and required software and associated network connections. Responsible for maintaining department's desktop computer hardware inventory in accordance with university policies and procedures by utilizing the UCT's Ticketing System. Responsible for tracking work requests using UCT Ticketing System and completes in a timely manner.	40%
•	Install operating systems on PC and Apple computers. Configure and install software applications, workgroups, network, and all peripherals as specified on the client interview form. Review interview forms, assessing users' computer needs and resolve questions before beginning installs. Set up and configure applications, email, Internet access, networked and local printers, file shares, and peripherals according to UCT guidelines. Train users on how to ensure their data is being backed up properly. Ensure all problems are resolved before leaving client area.	20%
•	Lead and supervise project team(s) in researching, recommending, and implementing desktop solutions. Provide advance functional administrator support and guidance to Computing Coordinator Is and IIs over various campus desktop systems.	20%
•	Participates in departmental technology-based meetings and provides input for requested strategies and initiatives. Must be able to communicate problems to Supervisor that impact the user community. Create and update the images, manage administration tools, and other databases used by Technical Services.	10%
•	Provide assistance to Support Services Leadership in the receiving and distribution of new department hardware and software as it arrive to UCT	5%
•	Performs Other Duties as Assigned.	5%

PRE-EMPLOYMENT

MVR:	Yes
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing						
Walking						
Sitting						
Lifting						
Carrying						
Pushing						
Pulling						
Climbing						
Balancing						
Stooping						
Kneeling						
Crouching						
Crawling						
Reaching						
Handling						
Grasping						
Feeling						
Talking						
Hearing						
Repetitive Motions						
Eye/Hand/Foot Coordination						

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold					
Extreme heat					
Humid					
Wet					
Noise					
Hazards					
Temperature Change					
Atmospheric Conditions					
Vibration					

Travel Requirements

Estimated Amount	Brief Description