

University of Houston – Clear Lake

Position Description

Job Title: **Computer Technician III**

Job Code: **3950**

Pay Grade: **001**

FSLA: **EX**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Some hours toward an Associate degree in Computer Science, Engineering , Applied Science or equivalent units.	An Associates degree in Computer Science, Engineering , Applied Science or equivalent units.
Experience	Three years of hands-on-experience to desktop systems and applications obtained via work related or an educational setting.	Four years of hands-on-experience in trouble shooting and repairing PCs, assisting with software applications and operating systems questions, troubleshooting and installation of software applications and operating systems.
License/Certification		A+ Certification, Microsoft MCP and MOUS Certification

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

Requires high level of hands-on-experience with hardware/software diagnostic skills to troubleshoot and repair desktop (PC or Mac) hardware. An understanding of modems, scanners, CD-ROMS, printers and other peripherals. This person must have a working knowledge of various operating systems including Microsoft Operating System. Must be proficient on Microsoft applications including Office Suite and various Macintosh software products. This position must also be able to troubleshoot the University network. This position provides scanning support for the University. The candidate must have excellent oral and written English communications skills facilitating communications with students, faculty and staff.

Duties and responsibilities	% Time
Maintain a high level of knowledge of PC's and their peripherals and operating environment utilized for the means of improving troubleshooting and repair skills of hardware and software. This knowledge should include PC and Macintosh family of computers and peripherals connected to desktop units. Maintain a high level of knowledge on the installation of operating systems and software applications and the setting up of installation of new desktop units.	75
Maintain a high level of knowledge of the operations of computer system, production and development work flow on Digital and HP systems and perform most computer operation functions at all times. Have a working knowledge of the Digital operating system VMS and HP's operating system MPE. Assist the supervisor in improving the streams and in the development and implementation of new software as deemed appropriate by the Programming and Network Manager. Help in maintaining computer center hardware to ensure it is in proper working order and available for use at any time. Perform preventative maintenance as scheduled, on systems and peripherals. Adhere to the computer operations schedules, as established by the Associate Director for Technical Services, to ensure that all reports and documents are available to all segments of the user community at the appropriate times. Comply with all standards, procedures and controls as established by the Associate Vice President of University Computing and Telecommunications. Help	25

<p>construct and maintain the operations documentation on job streams and other tasks that Technical Services perform to ensure documentation is kept current. Establish an advanced level of knowledge of the Universities network and the installation, troubleshooting and repair of network problems. Maintain database pertaining to the university network and telephone cabling plant, to provide up to date drawings when requested. Help maintain equipment and parts inventory databases. Ensure that productions controls and schedules are being executed properly on their shift. Begin working with the Telecommunications Technician in order to learn and maintain a base knowledge of how to perform basic moves, adds and changes on the Siemens CBX and PhoneMail. Respond to rapidly changing requirements of the client community. Must stay current on all changes or additions to production programs, scheduling when standards, procedures and controls change. Have a working knowledge of the University A/V equipment's operations and begin to be able to maintain the units. Have a working knowledge of scanning services provided to the University client community.</p>	
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This position description describes the general qualifications, duties and responsibilities of work being performed.