University of Houston – Clear Lake
Position Description

Job Title: **Computer Technician IV**

Job Code: **3951**   Pay Grade: **002**   FSLA: **EX**

Location: **UHCL**   Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	An Associate's degree in Computer Science, Engineering or Applied Science or equivalent units. Hours toward a Bachelor's degree in Computer Science, Engineering, Applied Science or equivalent units	A Bachelor's degree in Computer Science, Engineering, Applied Science or equivalent units.
Experience	At least four (4) years of hand-on-experience as a Technician and obtained Microsoft certifications.	At least five years of hand-on-experience in troubleshooting and repairing hardware and software on PCs and Macintosh computers with associated peripherals in an educational enviorment.
License/Certification	A+ Certification, Microsoft MCP.	Microsoft MOUS, MCP+I, MST.

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

POSITION SUMMARY

Requires advanced level of hands-on-experience with hardware/software diagnostic skills to troubleshoot and repair desktop (PC or Mac) hardware. In depth knowledge of modems, scanners, CD-ROMS, printers and other peripherals. This person must have strong 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 computer operations support for the University's computer center. The candidate must have excellent oral and written English communications skills facilitating communications with students, faculty and staff.

Duties and responsibilities	% Time
Maintain a strong level of knowledge on PC's and their peripherals, and operating environments utilized for the troubleshooting and repair of hardware and software. This knowledge should include all PCs and Macintosh family of computers with external connections including items such as printers, modems, CD-ROMS and mouse add-ons. Maintain a strong level of knowledge on the installation of operating systems and software and the setting up and installation of new PCs and MACs. Provide assistance to the supervisor interfacing with both PC and mainframe vendors for the purpose of troubleshooting and problem resolution. Should be able to interact with students, faculty and staff regarding computing needs, troubleshooting and problem resolution.	75
Operate computing systems production and development work flow on Digital and HP systems and be able to perform most computer operation functions at all times. Must have a good understanding of 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 managers. Help in maintaining computer center hardware to ensure it is in proper working order and available for use at any time. Ensure that preventative maintenance schedule on systems and peripherals are maintained. Adhere to the computer operations schedules, as established by the Associate Director for Computer Operations,	25

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 Presidents of University Computing and Telecommunications. Help construct and maintain the operations documentation on job streams and other tasks that Technial Services perform. Provide support for new network installs and have the knowledge to troubleshoot and repair network problems. Maintain database pertaining to university network and telephone to provide up to date drawings when requested. Help maintain equipment and parts inventory databases. Ensure that production control and schedules are being executed properly on their shift. Work with the Telecommunications Technician in order to learn and maintain a working knowledge of how to perform moves, adds and changes on the Siemens CBX and Phonemail. Responds to rapidly changing requirements of the user community. Must stay current on all changes or additions to productions programs, scheduling when standards, procedures and controls change. Maintain a working knowledge of all A/V equipment's operation and be able to maintain the systems. Provide scanning services for the university community.

This position description describes the general qualifications, duties and responsibilities of work being performed.