

# University of Houston – Clear Lake

## Position Description

Job Title: **Computing Coordinator II**

Job Code: **3986**

Pay Grade: **004**

FSLA: **EX**

Location: **UHCL**

Retirement Program: **TRS**

### QUALIFICATIONS

|                       | REQUIRED  | PREFERRED  |
|-----------------------|---|--|
| Education             | Hours toward an Associates Degree in Computer Science, Information Systems, or related field and two years hardware/software support experience or equivalent combinations of education and experience. | Associate's degree in Computer Science, Information Systems or related field. Three years experience in higher education setting or working with highly educated professionals.  |
| Experience            | Two years working experience with software and hardware support for PC's and Macintosh including peripherals, operating systems, and, diagnostic software. Working knowledge of networking.             | Three years working experience in troubleshooting and repairing hardware and software on PCs and Macintosh systems with associated peripherals in an educational environment. Two years working experience with printer troubleshooting and repairing. |
| License/Certification |   | A+, Microsoft Certified Solutions Associate (MCSA): Windows 7 or 8, Apple Certified Macintosh Technician (ACMT)  |

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

### POSITION SUMMARY

**Provide intermediate-level hardware and software technical support to departments/schools faculty and staff. Install, troubleshoot and maintain hardware/software and replace components as required. Establish a working knowledge of the University's network to troubleshoot network line problems. Work performed will follow established UCT guidelines.**

| Duties and responsibilities  | % 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, 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. | 55     |
| Install operating systems on PC and Macintosh 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 shortcuts for applications, email, Internet access, networked and local printers, file shares, and peripherals according to UCT guidelines. Train user's on how to ensure their data is being backed up properly. Ensure all problems are resolved before leaving client area.                                       | 25     |
| Participates in departmental technology-based meetings and provides input for requested strategies   | 10     |

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|---|----|
| and initiatives. Must be able to communicate problems to Assistant Director that impact the user community. Possess a working knowledge of imaging and other databases used by Tech Services. |    |
| Provide assistance to Tech Services Lead and/or Assistant Director in the receiving and distribution of new department hardware and software as it arrives in UCT. Other duties as assigned.  | 10 |

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