

University of Houston – Clear Lake

Position Description

Job Title: **Computing Laboratory Systems Specialist I**

Job Code: **3980**

Pay Grade: **002**

FSLA: **EX**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	High School diploma plus some college level coursework.	Associate degree in Computer Science or related field.
Experience	One year of related lab experience or equivalent. Computers, computer peripherals, networking and system software for the Windows and Macintosh. Requires advanced software diagnostic skills on PCs. Working knowledge of Symantec Ghost Software for building, pushing and managing PC and software images. Working knowledge of Macintosh computers and peripherals. Knowledge of modems, scanners, CD-ROMS and printers. Must be proficient on Microsoft applications including Office XP, Visual Studios and various Macintosh software products.	Additional years of related lab experience.
License/Certification		

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

POSITION SUMMARY

The Academic Computing Laboratory Systems Specialist I is responsible for the maintenance of the Academic Computing student laboratories and the provision of support services to students and faculty. The Academic Computing Laboratory Specialist I is responsible for installing and maintaining software in all labs; providing technical support and training for students and faculty; maintaining academic computing software and hardware inventories, maintaining software documentation. Works under the direction and supervision of others.

Duties and responsibilities

% Time

Installs, maintains, upgrades, troubleshoot, diagnosis, and arranges for repair of network hardware and software in all labs, wireless labs, and electronic classrooms computers. Manages applications, print servers, print queues, print files, and documents computer lab configurations and problems. Test complete system, all applications and network connectivity according to UCT guidelines. Conducts software and hardware audits/inventory of all Academic Computing equipment in accordance with university policies and procedures. Provides overall coordination, control and support of all Academic Computing Labs and Technology Enhanced Classroom computers.	40
Assist faculty and students in the operation of equipment in the lab, use of software supported by the lab, and with problems of average to high technical complexity.	25

Create and update lab documentation for lab users. Website information provider/designer. Complete special projects as assigned by the Academic Computing Lab Manager or Lab System Specialist II and III.	20
Train lab assistants in technical and interpersonal skills, policy enforcement, and responsibilities.	15

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