

University of Houston – Clear Lake

Position Description

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

Job Code: **3982**

Pay Grade: **004**

FSLA: **EX**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Bachelor's degree in Computer Science, Information Systems, or related field.	Additional years of related lab experience
Experience	Three years of related lab experience or equivalent. Computers, computer peripherals, networking and system software for the Windows and Macintosh. Requires advanced hardware/software diagnostic skills on PCs. Strong working knowledge of Symantec Ghost Software for building, pushing and managing PC and software images. Strong working knowledge of Macintosh computers and peripherals. In depth knowledge of modems, scanners, CD-ROMS and printers. Strong knowledge of various operating systems including Microsoft Operating System (XP and Mac OS 10). Must be proficient on Microsoft applications including Office XP, Visual Studios and various Macintosh software products. This position must be knowledgeable in SMS, DHCP, DNS, Server Manager, and User Manager to assist in diagnosing and troubleshooting problems.	
License/Certification		

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

POSITION SUMMARY

The Academic Computing Laboratory Systems Specialist III is responsible for all issues regarding the use of imaging technologies; assesses and leads all OS, Office suite, and Visual Studio migrations, leads image building process-including the preparation of a master set of images for use throughout all labs, student access machines, and computers embedded in technology-enhanced classrooms; provides technical consultation to users of system hardware and software; maintains up-to-date knowledge of systems to ensure optimal operation and utilization of system resources; designs, analyzes, tests, and debugs programs used to control and track lab usage; maintains academic computing software and hardware inventories. This position provides computer operations support for all Academic Computing Labs. This position will provide guidance to Lab Specialists and Student Lab Assistants.

Duties and responsibilities

% Time

Configures, installs, maintains, upgrades, troubleshoot, diagnosis, creates master images, and arranges for repair of network hardware and software in all labs, wireless labs, and media labs.	65
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<p>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. Create and update lab documentation for lab users. Website information provider/designer.</p>	
<p>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. Assist in assigning and following up on work requests to ensure its completion in a timely manner. Assist in problem resolution, networking installations and areas database updates.</p>	20
<p>Train and supervise lab assistants in technical and interpersonal skills, policy enforcement, and responsibilities. Complete special projects as assigned by the Academic Computing Lab Manager.</p>	15

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