

University of Houston – Clear Lake

Position Description

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

Job Code: **3981**

Pay Grade: **003**

FSLA: **EX**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Sixty hours of completed college level coursework in Computer Science, Information Systems, or related field.	Associate or Bachelor's degree in Computer Science, Information Systems, or related field.
Experience	Two years of related lab experience or equivalent computer related experience. Requires advanced 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.	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 II 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 Systems Specialist II is responsible for installing and maintaining software in all labs; providing technical support and training for students and faculty; maintaining 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; maintaining academic computing software and hardware inventories. This position serves as user contact for problems with lab systems and follows through with solutions to the problems; maintaining software documentation and references for use by students and lab users.

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. Manages applications, print servers, print queues, print files, and documents computer lab	50
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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.	
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.	25
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.	25

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