University of Houston – Clear Lake
Position Description

Job Title: **Technical Services Lead**

Job Code: **3990**   Pay Grade: **004**   FSLA: **EX**

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

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Associate's degree in Computer Science, Information Systems or equivalent units. Some hours toward a Bachelors degree in Computer Science, Engineering or Applied Science or equivalent units.	Bachelor's degree in Computer Science, Information Systems or equivalent units.
Experience	Five years hands-on-experience as a Technician and some work on obtaining Microsoft Certification.	Five years hand-on-experience in troubleshooting and repairing hardware and software on PCs and Macintosh computers with associated peripherals in an educational enviornment. Microsoft Certification.
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

Requires working knowledge of hardware/software. This position must be knowledgeable in SCCM, DLO, WSUS, EPO, Active Directory to assist in diagnosing and troubleshooting problems. This position will provide guidance to UCT's Computer Coordinators and Computer Technicians. Will assist in assigning and follow up on work requests to ensure they are completed in a timely manner. Will assist in problem resolution, networking installations and areas database updates. The candidate should have acted in a lead or supervisor roll during their work experience. The candidate must have excellent oral and written English communications skills facilitating communications with students, faculty and staff.

Duties and responsibilities	% Time
Provide assistance to the Assistant Director in the receiving and distribution of new equipment and software when they arrive in UCT. Assist the Assistant Director in improving the streams and in the development and implementation of new software as deemed appropriate by the Programming and Network managers. Comply with all standards, procedures and controls as established by the Executive Director of University Computing and Telecommunications. Help construct and maintain the operations documentation on tasks that Technical Services perform. Provide training to other Technical Services staff, as needed, to assist in the maintaining standards develop by the department. To provide training to University staff to help them increase their knowledge of applications. Provide support for new network installs and have the knowledge to troubleshoot and repair network problems. Maintain database pertaining to the university network and telephone cabling plant 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 all shifts. Responds to rapidly changing requirements of the user community. Must stay current on all changes or additions to production programs, scheduling when standards, procedures and	65

controls change. Provide assistance to the Assistant Director in managing work request assignments and following up on open requests to ensure that appropriate journal, hardware and software entries are made or that the request is closed within UCT's guidelines. Assist in resolving of work requests that remain open past guidelines. Provide assistance to the Assistant Director to ensure that the department equipment inventory is kept up to date. Provide assistance to the supervisor interfacing with both PC and MAC vendors for the purpose of troubleshooting, problem resolution and tracking inventory. Should be able to interact with students, faculty and staff regarding computing needs, troubleshooting and problem resolution. Must be able to communicate problems to the Supervisor that impact the user community.	
Maintain a strong level of knowledge of 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 and peripherals. Maintain a strong level of knowledge in the installation of operating systems and software and the setting up of new PCs and MACs. Have a strong working knowledge of imaging software to be able to create, push and manage computer and software images. Other duties as assigned.	35

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