

University of Houston – Clear Lake

Position Description

Job Title: **Computer Technician II**

Job Code: **4525**

Pay Grade: **150**

FSLA: **NE**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	High school diploma or GED. Some college hours.	Some hours toward an associate's degree in Computer Science, Engineering or Applied Science or equivalent units or Technical School training in desktop computers, applications and operating systems.
Experience	One year of hands-on-experience to desktop systems and applications obtained via work related, or an educational setting.	At least two years of hands-on-experience in trouble shooting and repairing PCs and assisting with software applications and operating systems questions and troubleshooting and installation of software applications and operating systems.
License/Certification	A+ Certification. Texas Driver's License.	Microsoft Certified Professional and Microsoft Office User Specialist Certification.

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

POSITION SUMMARY

Requires hands-on-experience with hardware/software diagnostic skills to troubleshoot and repair desktop (PC or Mac) hardware. An understanding of modems, scanners, CD-ROMS, printers and other peripherals. This person must have a working knowledge of various operating systems including Microsoft Operating Systems (DOS, Win311, Win95/98 , NT, 4.0 or higher and Outlook and various Macintosh software products which include Pagemaker. This position provides computer operations and scanning support for the University's computer center. The candidate must have excellent oral and written English communications skills facilitating communications with students, faculty and staff.

Duties and responsibilities	% Time
Maintain a high level of knowledge on PC's and their peripherals and operating environment utilized for the means of improving troubleshooting and repair skills of hardware and software. This knowledge should include PC and Macintosh family of computers and peripherals connected to desktop units. Maintain a working knowledge on the installation of operating systems and software applications and the setting up of installation of new desktop units.	75
Maintain a working knowledge of the operations of computer system, production and development work flow on Digital and HP systems and perform most computer operation functions at all times. Have a working knowledge of the Digital operating system VMS and HP's operating system MPE. Help in maintaining computer center hardware to ensure it is improper working order and available for use at any time. Perform preventative maintenance as scheduled, on systems and peripherals. Adhere to the computer operations schedules, as established by the Associate Director for Technical Services, to insure that all reports and documents are available to all segments of the user community at the appropriate items. Comply with all standards, procedures and controls as established by the Associate Vice President of University Computing and Telecommunications.	20

<p>Provide any and all changes to operations documentation on job streams and other tasks that Technical Services perform to ensure documentation is kept current. Establish a working knowledge of the Universities network and the installation, troubleshooting and repair of network problems. Provide input, to a supervisor; of the necessary information in order to maintain a database pertaining to the university network and telephone cabling plant. Report all parts and equipment removed from inventory, to a supervisor, to ensure that all necessary parts and equipment are available at all times. Ensure that production controls and schedules are being executed properly on their shift. Respond to rapidly changing requirement of the client community. Must stay current on all changes or additions to production programs, scheduling when standards, procedures and controls change.</p>	
<p>Have a working knowledge of the University A/V equipment's operations and begin to be able to maintain the units. Have a working knowledge of scanning services provided to the University client community.</p>	5

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