

University of Houston – Clear Lake

Position Description

Job Title: **Computer Technician I**

Job Code: **4524**

Pay Grade: **140**

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	Six months of exposure to desktop systems and applications obtained via work related or an educational setting.	One year of hands-on-experience in troubleshooting and repairing PCs and assisting with software applications and operating systems questions and troubleshooting.
License/Certification	Texas Driver's License.	Some hours toward A+ certification.

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

POSITION SUMMARY

Requires exposure to desktop (PC or Mac) hardware, operating systems and software applications. An understanding of modems, scanners, CD-ROMS and printers. This position provides computer operations and scanning support for the university's computer center. The candidate must have excellent oral and written English communication skills facilitating communication with students, faculty and staff.

Duties and responsibilities	% Time
Have an entry level working knowledge of PCs 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. Have an entry level working knowledge on the installation of operating systems and software applications and the setting up of installation of new desktop units.	75
Willing to establish a working knowledge of the operations of computer system, production and development work flow in a server environment and perform computer operation successfully. Help in maintaining computer center hardware to ensure it is in proper 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 Assistant Director of Technical Services, to ensure that all reports and documents are available to all segments of the user community at the appropriate times. Comply with all standards, procedures and controls as established by the Executive Director of University Computing and Telecommunications. Provide any and all changes to operations documentations on job streams and other tasks that Technical Services perform. Willing to establish a working knowledge of the university's network and 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, in	20

order 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 requirements of the client community. Must stay current on all changes or additions to production programs and scheduling when standards, procedures and controls change.	
Begin to establish a working knowledge of the university A/V equipment operations and begin to be able to maintain the units. Begin to establish a working knowledge of scanning services provided to the university client community.	5

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