JOB INFORMATION

Effective Date	10/13/2021
Job Code:	3975
Job Title:	Computing Coord I
Salary Grade/Structure:	003 - Computing
Career Level Name:	
FLSA Name:	Exempt
EEO Code:	30-Professional Non-Faculty
Job Function:	Information Technology
Job Family:	IT Support
Job Summary	The Computing Coordinator I provides entry-level hardware and software technical support to departments/schools faculty and staff. Install, troubleshoot and maintain hardware/software and replace components as required. Establish a working knowledge of the University's network to troubleshoot network line problems. Work performed will follow established UCT guidelines.

COMPETENCIES

Competencies
Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred	
Associate's Degree	College coursework hours toward an associate's degree in Computer Science, Information Systems, or related field or equivalent combination of education and experience	Required	
High School Diploma or GED	in Computer Science, Information Systems or related field	Preferred	

Work Experience

Experience	Experience Details	Required/ Preferred	
Less than 3 yrs	of working experience with software and hardware support for PC's and Macintosh including peripherals, operating systems, and, diagnostic software. Basic knowledge of networking	Required	
Less than 3 yrs	of experience in troubleshooting and repairing hardware and software on PCs and Macintosh systems with associated peripheral in an educational environment with highly intelligent people	Preferred	
Less than 3 yrs	of experience with printer troubleshooting and repairing	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
	A+, Microsoft Certified Solutions Associate (MCSA): Windows 7 or 8, Apple Certified Macintosh Technician (ACMT)		Preferred	

Knowledge, Skills and Abilities

KSAs	Proficiency

JOB RESPONSIBIILTIES

Campus Security Authority   ☐

Remote Work Capable   ☐

Essential Functions

Essential Function	% TIME
• Schedules office visits, troubleshoot hardware/software/networking problems. Diagnose, research, and correct issues, including; the detection and elimination of computer viruses. Provide overall coordination, control, and support of departmental faculty and staff office computers, required software and associated network connections. Responsible for maintaining department's desktop computer hardware inventory in accordance with university policies and procedures by utilizing the UCT's Ticketing System. Responsible for tracking work requests using UCT Ticketing System and completes in a timely manner.	55%
• Install operating systems on PC and Macintosh computers. Configure and install software applications, workgroups, network, and all peripherals as specified on the client interview form. Review interview forms, assessing users' computer needs and resolve questions before beginning installs. Set up shortcuts for applications, email, Internet access, networked and local printers, file shares, and peripherals according to UCT guidelines. Train user's on how to ensure their data is being backed up properly. Ensure all problems are resolved before leaving client area.	25%
• Participates in departmental technology-based meetings and provides input for requested strategies and initiatives. Must be able to communicate problems to Assistant Director that impact the user community. Training in the basics of imaging and other databases used by Tech Services.	10%
• Provide assistance to Tech Services Lead and/or Assistant Director in the receiving and distribution of new department hardware and software as it arrive to UCT.	5%
• Other related duties as assigned.	5%

PRE-EMPLOYMENT

MVR:	Yes
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing						

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Walking						
Sitting						
Lifting						
Carrying						
Pushing						
Pulling						
Climbing						
Balancing						
Stooping						
Kneeling						
Crouching						
Crawling						
Reaching						
Handling						
Grasping						
Feeling						
Talking						
Hearing						
Repetitive Motions						
Eye/Hand/Foot Coordination						

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold					
Extreme heat					
Humid					
Wet					
Noise					
Hazards					
Temperature Change					
Atmospheric Conditions					
Vibration					

Travel Requirements

Estimated Amount	Brief Description