

JOB INFORMATION

Effective Date	8/12/2021
Job Code:	3986
Job Title:	Computing Coord II
Salary Grade/Structure:	004 - Computing
Career Level Name:	
FLSA Name:	Exempt
EEO Code:	30-Professional Non-Faculty
Job Function:	Information Technology
Job Family:	IT Support
Job Summary	This position supports the University's Pearland Campus and Technical Services sections of University Computing and Telecommunications and will be responsible for the day to day support of equipment on the Pearland Campus. Services to include but not limited to training, equipment maintenance, troubleshooting and desktop support. Provides cross-functional support for classroom technology, media services, lab, server/network and support center environments. Provides high level hardware and software technical support to university faculty and staff, including supported/unsupported applications for PC/Macintosh. Installs, troubleshoots and maintains departmental PC/Macintosh hardware problems and replace components as required. Establishes a working knowledge of the university's network to assist in troubleshooting network connectivity problems according to UCT guidelines. Assist in providing support on the Pearland Campus servers. Services includes coordination and scheduling of electronic equipment and distance learning classrooms. Equipment to include but not limited to Media control, computers, projectors, laptops, and various types of video players.

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 in Computer Science, Information Systems, or related field or an equivalent combination of education and experience	Required	
Associate's Degree	in Computer Science, Information Systems or related field. Three (3) years experience in higher education setting or working with highly educated professionals..	Preferred	

Work Experience

Experience	Experience Details	Required/ Preferred	
Less than 3 yrs	Two years software support experience.	Required	
Less than 3 yrs	Two years experience with PCs and peripherals, operating systems, software, diagnostic software, Macintosh's and peripherals, operating system, software diagnostic software and knowledge of networking.	Required	
Less than 3 yrs	Two years in a customer service support environment assisting end users.	Required	
Less than 3 yrs	Three (3) years experience in troubleshooting and repairing hardware and software on PCs and Macintosh systems with associated peripheral in an educational environment.	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
MSOS - Microsoft Office Specialist	Microsoft Office Specialist (MOS), and/or Microsoft Certified Technology Specialist		Preferred	

Knowledge, Skills and Abilities

KSAs	Proficiency
• Working knowledge of hardware/software diagnostic skills on PCs and Macs preferred.	Basic
• Working knowledge of Symantec Ghost Software for building, pushing and managing PC and software images preferred.	Basic
• Wireless networks, control systems, Server Manager, and User Manager to assist in diagnosing and troubleshooting problems are preferred.	Basic
• Proficiency with PC and Macintosh computer systems and knowledge of multiplatform operating systems and Microsoft Office software supported applications to include but not limited to computer hardware, software and network devices. Software knowledge must include Internet browser, working tools and diagnostic software, fix computer and multimedia related problems.	Basic
• Knowledge of LAN protocols, network operating systems, wireless and VPN connections and the ability to diagnose computing software problems and hardware problems.	Basic
• Ability to interact with users in a service-oriented manner and work in a project team oriented environment	Basic
• Ability to recognize a software need and/or a problem and act independently to solve it.	Basic
• Ability to learn and master new computer applications quickly.	Basic
• Ability to correctly install operating systems and software applications. Ability to create and use imaging software for building and distributing images to client machines.	Basic
• Ability to work under pressure and with little supervision.	Basic
• Ability to meet lab users with a service-oriented attitude.	Basic
• Ability to work as a member of a project team.	Basic
• Ability to communicate and have problem solving skills when dealing with faculty and students on a technical and professional level.	Basic
• Sufficient comprehension to understand student's, faculty and staff oral complaints, problems and to respond quickly or to interpret operating instructions to students orally.	Basic
• Sufficient manual dexterity to diagnose equipment problems; test, adjust, and operate equipment; sufficient learning adaptability to adjust to and learn operating procedures for a variety of software.	Basic
• Sufficient mobility to move about easily in classroom/lab setting to assist students, diagnose problems; sufficient visual acuity to read and understand screen, printouts, and manuals.	Basic
• Excellent organization skills with the ability to juggle multiple assignment simultaneously Ability to prioritize tasks, follow policies and procedures, meet deadlines and handle multiple projects simultaneously.	Basic
• Ability to conduct technical training.	Basic
• A high level of expertise in computers. Expert ability to word process, perform spreadsheet analysis, design and develop databases, and to desktop publish.	Basic

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred
•	Ability to maintain a flexible work schedule including working some nights and weekends.		Basic
•	Equipment Skills: Computing equipment: including university computers, laptops, CD-ROM devices, printers, scanners, software, and monitor projection devices, CISCO Routers and Switches, Ethernet Hubs and Switches. Multimedia equipment: including LCD projector, control systems, VCRs, Public Address systems, DVD players, any and all other equipment related to Media Services. University vehicles. The Knowledge and/or technology used in the job changes frequently, requiring frequent study and training. Job may require re-certification or continuing education.		Basic

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
• Schedules office visits to the Pearland campus and other campuses if emergencies arise, if needed, troubleshoot hardware/software problems, diagnose/research causes and correct problems on desktop computer workstations, including the detection and elimination of computer viruses. Responsible for opening, and tracking repairs and work requests using Support Center database. Perform preventative maintenance and upgrades as scheduled. Updates department replacement parts hardware inventory database.	30%
• Perform new desktop installations by installing Operating Systems on new PC and Macintosh computers, configure software applications, print queues, workgroups, network and all peripherals as specified on client interview form. Review interview forms, assesses users' computer needs and resolve questions before beginning installs. Installs software on desktop computer workstations, including setting up shortcuts to applications, email, access to mainframes, default data directories, Internet access, networked and local printers and peripherals according to UCT guidelines. Ensure all problems are resolved before leaving client area. Provide user introductions to new workstations by demonstrating new features, such as how to connect to the network, locations of data files and how to print.	15%
• Provides overall coordination, control and support of departmental faculty and staff office computers required software and associated network connections to LANs to include wireless network connection and university backbone. Conducts software and hardware audits of the University-owned computer equipment in accordance with university policies and procedures; responsible for maintaining department's desktop computer hardware and software inventories and coordinates reporting to the Support Center and coordinating departmental desktop computer hardware/software installations with UCT. Provide current operations documentation on tasks, services and contact information concerning distance education locations.	20%
• Provides operational support and monitors campus network, wireless services and remote access and connections offered by the department. Diagnoses and corrects problems affecting network services.	5%
• Operates, and troubleshoots various equipment supported by Media Services including the Media Control software. Opens and tracks repair and work orders for multimedia equipment, computers, software, hardware, products and services. Is able to perform routine diagnoses and electronic repairs. Provide any and all changes to operations documentation on job streams and other tasks that Media Services perform. Sets up equipment for classes and for special events. Trains faculty to use classroom equipment	5%
• Participates in department technology-based meetings and provides input for requested strategies and initiatives. Must be able to communicate problems to Assistant Director Technical Services and the Supervisor of Technology and Infrastructure that impact the user community.	5%
• Assist in the hiring, training and supervision of lab assistance in technical and interpersonal skills, policy enforcement and responsibilities as needed. 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.	5%

Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> Provide initial and advance user support with computing, media and/or networking issues. Installs, maintains upgrades, troubleshoot diagnosis, assists/creates master images, and arranges for repair of network hardware and software in all labs, wireless labs, and media labs. Documents computer lab configurations and problems. Test complete system, all applications and network connectivity according to UCT guidelines. Assist in conducting software and hardware audits/inventory of all Academic Computing equipment in accordance with university policies and procedures. Manages applications, print servers, print queues, print files, and documents computer lab configurations and classroom problems. 	10%
<ul style="list-style-type: none"> Complete special projects as assigned by the Supervisor of Technology and Infrastructure and the Assistant Director of Technical Services. 	5%

PRE-EMPLOYMENT

MVR:	Yes
Criminal History:	Yes
Physical Exam:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

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

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			

Working Environment

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

Travel Requirements

Estimated Amount	Brief Description