

## JOB INFORMATION

Effective Date	10/20/2023
Job Code:	3981
Job Title:	Computing Laboratory Systems Specialist II
Salary Grade/Structure:	200 - Support Staff
Career Level Name:	
FLSA Name:	Non-Exempt
EEO Code:	30-Professional Non-Faculty
Job Function:	Information Technology
Job Family:	IT Support
Job Summary	The Computing Lab Systems Specialist II is responsible for the maintenance of their assigned Academic Computing Lab and technology enhanced classrooms and provision of support services for all end users. Responsible for installing, troubleshooting and maintaining software in labs and classrooms and providing first level technical support and training for students, faculty, staff, and student part-time lab assistants. This position will monitor student part-time lab assistants. This is an evening position with shifts ending at 10pm. Hours will flex for day and night shifts and selected candidate will work as needed for Saturday shift.

## 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	Hours toward an Associate’s Degree in Computer Science, Business Information Systems or related field	Required	
Associate's Degree	in Computer Science, Business Information Systems or related field	Preferred	

### Work Experience

Experience	Experience Details	Required/Preferred	
Less than 3 yrs	Minimum of two years’ work experience in a customer service support environment assisting end users with computing, media and/or networking issues.	Required	
Less than 3 yrs	Experience with Windows Operation Systems and software installations. Intermediate to advanced computer hardware and software troubleshooting	Required	

## Work Experience

Experience	Experience Details	Required/Preferred	
Some	Minimum of three years' work experience in a customer service support environment assisting end users in a higher education setting with computing, media and/or networking issues.	Preferred	
Less than 3 yrs	Experience in the usage of one or more of the following: System Center Configuration Manager SCCM, imaging/cloning software (preferably Symantec Ghost), Mac OS, configuration and deployment of Microsoft Office and other common PC software, troubleshooting of multimedia and projections equipment, wireless network connectivity and troubleshooting, and Network print systems including configuration and repair	Preferred	

## Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
	Certified Technology Specialist (CTS); Microsoft Office Specialist (MOS); other Microsoft Certifications; any Apple Certifications	Upon Hire	Preferred	

## Knowledge, Skills and Abilities

KSAs	Proficiency
<ul style="list-style-type: none"> <li>Advanced knowledge of Apple and Windows operating systems.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Advanced knowledge of the operating and troubleshooting of computer equipment and peripherals including knowledge of wired and wireless networks.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Ability to recognize a software need and/or a problem and act independently to solve it.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Ability to correctly install operating systems and software applications. Ability to create and use imaging/cloning software for the creation and deployment of images.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Ability to learn and master new computer applications quickly and to work under pressure with little supervision.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Ability to communicate clearly using problem solving skills when assisting faculty and students on a technical and professional level.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Ability to assist lab users with a service-oriented attitude as well as the ability to work as a member of a project team.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Sufficient comprehension to understand student verbal complaints and issues as well as the ability to respond quickly and to interpret operating instructions to students verbally.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>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.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Sufficient mobility to move easily in a classroom and lab setting to assist users and diagnose problems. Must have sufficient visual acuity to read and understand screen, printouts, and manuals.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Excellent organization skills with the ability to multi-task and meet deadlines, prioritize tasks, and follow policies and procedures.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Must be able to effectively conduct technical training.</li> </ul>	Skilled

## JOB RESPONSIBILITIES

- Campus Security Authority
- Remote Work Capable

## Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> <li>Provide user support with computing, media and/or networking issues. Configure new systems (computers, printers, scanners), install/ maintain/upgrade/ troubleshoot and diagnose software and hardware issues, create/update/deploy master images, arrange for the repair of all hardware and software in labs/classrooms, and document/communicate computer lab configurations and problems. Test complete systems, including all applications and network connectivity according to UCT guidelines. Conduct software and hardware audits/inventory of their assigned Academic Computing Lab. Assist faculty and students in the operation and use of all the labs/classrooms equipment and software especially with problems of average to high technical complexity. Respond to, and follow up with work requests to ensure their completions in a timely manner. Research new methods and solutions.</li> </ul>	70%
<ul style="list-style-type: none"> <li>Monitor all activities in labs/classrooms, monitor/train lab assistants, and track and report issues to supervisor and/or necessary personnel.</li> </ul>	20%
<ul style="list-style-type: none"> <li>Provide and develop documentation for End User Training for faculty and students one-on-one or in formal classroom environment. Create and maintain technical handouts.</li> </ul>	5%
<ul style="list-style-type: none"> <li>Complete other projects as assigned.</li> </ul>	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						
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