

# Sam Houston State University Human Resources

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## Staff Classification Description – Technician I

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**Skill Category:** Tech/Para-Professional  
**Position (Employee) Class:** 4N226 (N1)  
**Grade:** 12  
**Date:** 05/2017

**Department:** Office of Information Technology Services

**Educational & Experience Requirement:** Associate's degree in a related field. One year of experience in a related field. Working technical knowledge of current network protocols, operating systems and standards, including Windows, Mac OS, Crestron, Extron, or Polycom, Microsoft office, printers, basic multimedia systems and e-mail applications is required. Certifications may be required by the department. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.

**Nature & Purpose of Position:** Supports and maintains level one in-house computer systems, desktops, and peripherals. Performs installation, diagnosing, repairing, maintaining, and upgrading all minor hardware and equipment while ensuring optimal workstation performance. Troubleshoots level one issues and minor problem areas in a timely and accurate fashion.

**Supervision Given & Received:** Works under general supervision and is frequently required to make minor decisions. Provides supervision to student employees.

**Primary Responsibilities:** Installs, configures, tests, maintains, and troubleshoots minor level one end-user workstation hardware and software with supervision. Accurately identifies and escalates large-scale problems to the proper group(s) for resolution. Responds to service requests regarding PC and hardware issues. Provides initial contact, troubleshooting, and support, conveying resolutions to client issues. Documents instances of hardware failure, repair, installation, and removal. Constructs, installs, and tests customized configurations based on various platforms and operating systems. Works with SHSU team members. Performs other related duties as assigned.

**Other Specifications:** Requires analytical and problem-solving skills, familiarity with Windows and Mac OS X operating systems. Strong written and oral communication skills and the ability to present ideas in a user-friendly language are necessary. Must be self-motivated and detail oriented with a strong customer service orientation. This position involves the ability to set priorities and procedures for accomplishing work based on previous experience and knowledge of organizational policies and procedures. Work is of moderate technical complexity and issues are resolved based on knowledge from experience and/or college level courses. May update and document Information Technology Systems Management (ITSM) Knowledge Articles. Recommends process modifications and improvements while growing in the knowledge of the Service Desk procedures and services. Policy interpretation is limited to situations which have been previously defined and where parameters have been established. During emergencies, operational failures, and peak use periods, employee may be called in when off shift to work an extended shift. Special procedures sometimes require extended hours. Some travel is required. May require driving and operating a university vehicle; therefore, a valid Texas driver's license and acceptable driving record is required by the University's insurance carrier. Must be able to lift up to 50 pounds on a regular basis throughout a normal workday.

This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be considered as equivalents in lieu of stated minimums require the prior approval of Human Resources.

Sam Houston State University is an at will employer and drug free/smoke free workplace. This position is security-sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. The pay grade range is inclusive of social security benefit replacement pay.