

Sam Houston State University Human Resources

Staff Classification Description – Technician II

Skill Category: Tech/Para-Professional
Position (Employee) Class: 4N227 (N1)
Grade: 14
Date: 05/2017

Department: Office of Information Technology Services

Educational & Experience Requirement: Bachelor's degree in a related field. Two years of experience in a related field required. 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 two in-house computer systems, desktops, and peripherals. Performs installations, diagnoses, repairs, maintains, and upgrades all minor hardware and equipment while ensuring optimal workstation performance. Troubleshoots level two issues in a timely and accurate fashion.

Supervision Given & Received: Works under minimum supervision and provides supervision to student employees and full-time employees.

Primary Responsibilities: Installs, configures, tests, maintains, monitors, and troubleshoots level two user workstation hardware and peripheral devices and associated end-user workstation software products. Properly tracks and routes escalating issues. Responds to incoming service requests regarding computer, hardware issues and software issues. Helps maintain an inventory of workstations and related equipment. Documents instances of hardware failure, repair, installation, and removal. Supports development and implementation of new technology projects and new hardware installations. Provides guidance to other members of the team. Perform all of the duties of the Technician I. Performs other related duties as assigned.

Other Specifications: Requires a working technical knowledge of networked and stand-alone PC software, general understanding of Windows registry, file systems and networks. Must be able to read and understand technical manuals and procedural documentation. In addition, ability to conduct research into computer issues and products. Effective interpersonal skills and relationship-building skills, good written and oral communication skills, ability to present ideas and concepts in user-friendly language and strong customer-service orientation are required. Ability to set priorities and procedures for accomplishing work based on previous experience and knowledge of organizational policies and procedures is necessary. 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. Attention and care is required in the performance of duties to prevent injury to self and others. 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.

Sam Houston State University is Committed to Equal Opportunity in Employment and Education.