

# Sam Houston State University Human Resources

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## Staff Classification Description – Technician III

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**Skill Category:** Tech/Para-Professional

**Position (Employee) Class:** 4N228 (N1)

**Grade:** 18

**Date:** 05/2017

**Department:** Office of Information Technology Services

**Educational & Experience Requirement:** Bachelor's degree in a related field. Three years of experience in a related field required. One year of managerial experience is preferred. 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 three in-house computer systems, desktops, and peripherals. Troubleshoots level three problem areas in a timely and accurate fashion, and provides end-user training and assistance where required.

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

**Primary Responsibilities:** Installs, diagnoses, repairs, maintains, and upgrades all hardware and equipment while ensuring optimal workstation performance as well as packaging, testing, troubleshooting and repairing managed and unmanaged software. Performs on-site analysis, diagnosis, and resolution of semi-complex computer issues for a variety of end-users. Recommends and implements corrective hardware solutions, including off-site repair as needed. Installs, configures, tests, maintains, monitors, and troubleshoots level three end-user workstation hardware, networked peripheral devices, and networking hardware products. Installs, configures, tests, maintains, monitors, and troubleshoots associated end-user workstation software and networked software products. Receives and responds to incoming requests regarding computer and/or hardware issues. Assists with packaging off-the-shelf program installers. May include development of custom settings at time of installation, user interfaces during installation and other client facing features. Assists in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring computer performance. Constructs, installs, and tests customized configurations based on various platforms and operating systems. Recommends, schedules, and performs computer, hardware and peripheral equipment improvements, upgrades, and repairs. Provides training and support to end-users and staff on computer operations and other issues. Accurately documents instances of hardware failure, repair, installation, and removal. Perform all of the duties of the Technician I and II. Perform other related duties as assigned.

**Other Specifications:** Requires a working technical knowledge of networked and stand-alone PC software, deep 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. 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.