

Sam Houston State University Human Resources

Staff Classification Description – Technician IV

Skill Category: Tech/Para-Professional
Position (Employee) Class: 4N229 (N1)
Grade: 20
Date: 05/2017

Department: Office of Information Technology Services

Educational & Experience Requirement: Bachelor's degree in a related field. Four years of experience in a related field required. Two years of managerial experience preferred. Extensive technical knowledge of current network protocols, operating systems and standards, including Windows, Mac OS, Crestron, Extron, or Polycom, Microsoft office, printers, multimedia systems and email 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 four in-house computer systems, desktops, and peripherals. Troubleshoots any problem areas in a timely and accurate fashion, and provides end-user training and assistance where required.

Supervision Given & Received: Works under minimum direction and oversees work of professional staff, technical staff and student employees.

Primary Responsibilities: Provides training and support to end-users and staff on computer operation and other issues. Receives and responds to requests for hardware and software services. Installs, configures, tests, maintains, monitors, and troubleshoots level III end-user workstation hardware, networked peripheral devices, and networking hardware and software products. Packages, tests, deploys, troubleshoots and repairs Windows and Macintosh software. Performs on-site analysis, diagnosis, and resolution of semi-complex software issues and recommends corrective solutions as needed. Constructs, installs, and tests customized configurations based on various platforms and operating systems. Packages, tests, installs, diagnoses, repairs, maintains, and upgrades workstation software in Windows and Macintosh environments. Helps prepare and maintain procedures for logging, reporting, and statistically monitoring software and hardware performance. Supports development and implementation of new technology projects. Performs all of the duties of the Technician III. Aids in development of business continuity and disaster recovery plans, maintains current knowledge of plan executables, and responds to crisis in accordance with business continuity and disaster recovery plans. Performs 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 have experience with Desktop Management Tools such as SCCM, Altiris or LANDesk. Must be able to read and understand technical manuals and procedural documentation. Ability to conduct research into computer issues and products is necessary. 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. 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. Develops Architectural and Engineering (A&E) guidelines and ensures that they are followed during installations. 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.

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