

Sam Houston State University Human Resources

Staff Classification Description – Technology Support Specialist I

Skill Category: Tech/Para-Professional
Position (Employee) Class: 4N301 (N1)
Grade: 10
Date: 10/2011

Department: Computer Services

Educational & Experience Requirement: Associates degree in related field or two (2) years (60 hours) college with an emphasis on computing science, communications or a related field. At least one (1) year relevant experience. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position: To provide basic skilled technical support for campus information system users, develop or modify training, test existing programs, and monitor programs that implement those designs.

Supervision Given & Received: Usually works under general supervision with desired results clearly defined. May supervise student employees.

Primary Responsibilities: To provide basic computer client support. Creates and maintains procedure manuals. Designs and gives presentations and briefings for training sessions in person or online. Advises users and analyzes user requirements concerning software and the efficient use of information technology systems. Provides customer service and help desk support and troubleshoots and solves computer-related problems. Performs other related duties as assigned.

Other Specifications: Requires a demonstrated ability to establish congenial work relationships and to communicate effectively. Working conditions are normally good.

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.