

Sam Houston State University Human Resources

Staff Classification Description – Technology Support Specialist II

Skill Category: Tech/Para-Professional

Position (Employee) Class: 4N346 (N1)

Grade: 14

Date: 02/2016

Department: Criminal Justice or other Department

Education & Experience Requirements: Associate's degree or 60 college hours with at least two years relevant experience required. Course work in multi-media authoring, management information technology, computer science, RTF (radio, television, film), or related field would be helpful. 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 advanced audio visual, television production and in-house computer systems, desktops, and peripherals. Performs audio visual and computer installation, diagnosing, repairing, maintaining, and upgrading all minor hardware and equipment while ensuring optimal workstation performance.

Supervision Given & Received: Incumbent works with minimum supervision and is expected to resolve work issues as they arise, make independent decisions, and work on most assignments with substantial independence. Provides supervision to employees and students.

Primary Responsibilities: Installs, configures, tests, maintains, monitors, and troubleshoots audio visual and workstation hardware and peripheral devices associated with end user workstation software products where required. Responds to incoming service requests regarding computer, hardware issues and software issues. Helps maintain an inventory of workstations, audio visual and related equipment. Accurately documents instances of hardware failure, repair, installation, and removal. Support the development and implementation of new technology projects and new hardware installations. Provides guidance and training to others. Performs other related duties as assigned.

Other Specifications: Requires a working technical knowledge of audio visual, television production, 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. 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.

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.