

Sam Houston State University Human Resources

Staff Classification Description – Technology Support Specialist III

Skill Category: Tech/Para-Professional
Position (Employee) Class: 4N347 (N1)
Grade: 18
Date: 2/2016

Department: Criminal Justice or other Department

Educational & Experience Requirement: Bachelor's degree with a major in computer science, multi-media authoring, management information science, or related field from an accredited college. Two years relevant experience. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position: Provides highly skilled, advanced, and complex technology support in computers, audio-visual, and television production. Provides the necessary technology needs to meet real-time technology requirements to include analyzing and recommending operational improvements, monitoring computer and network systems, and supervising and participating in technical support and training.

Supervision Given & Received: Work methods are not prescribed and incumbent is expected to work issues out based on job knowledge. Works independently and receives general direction. Provides supervision to student employees and full-time employees.

Primary Responsibilities: Installs, diagnoses, repairs, maintains, and upgrades all audio-visual, television, hardware and equipment while ensuring optimal workstation performance as well as packaging, testing, troubleshooting and repairing managed and unmanaged software. Perform 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 end user workstation hardware, networked peripheral devices, and networking hardware products. Where required, installs, configures, tests, maintains, monitors, and troubleshoots associated end user workstation software, networked software products, audio visual and television equipment. Receives and responds to incoming calls, text messages, and/or e-mails 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 audio-visual 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. Performs other related duties as assigned.

Other Specifications: Requires a technical knowledge of audio-visual, television production, 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. Ability to conduct research into audio visual, television production, 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 university-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.