
Staff Classification Description – Software Technician IV

Skill Category: Tech/Para-Professional

Position (Employee) Class: 4N339 (N1)

Grade: 18

Date: 11/2014

Department: Office of Information Technology Services

Education & Experience Requirements: Bachelor's degree with four years related experience. Extensive technical knowledge of current network protocols, operating systems, and standards including Windows and Mac OS required. Certifications in Apple, Absolute Manage, System Center Configuration Manager (SCCM) or Microsoft Certified Systems Engineer (MCSE) are preferred. A combination of education, experience, certifications, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position: Supports and maintains advanced in-house computer systems, desktops, and peripherals as well as campus Windows and Macintosh Software.

Supervision Given & Received: Works under minimum direction from the Manager of Managed Applications Infrastructure and Support and provides supervision to student and full-time employees.

Primary Responsibilities: Installs, configures, tests, maintains and troubleshoots workstation software. Provides training and support to end-users and staff on computer operation and other issues. Installs, configures, tests, maintains, monitors, and troubleshoots end user workstation hardware, networked peripheral devices, and networking hardware and software products. Receives and responds to requests for hardware and software services. 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. Helps prepare and maintain procedures for logging, reporting, and statistically monitoring software performance. Supports development and implementation of new technology projects. Aids in development of university continuity and disaster recovery plans, maintains current knowledge of plan executables, and responds to crisis in accordance with university continuity and disaster recovery plans. Performs other related duties as assigned.

Other Specifications: This position requires a 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, Altrirs or Absolute Manage or Casper. 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. 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. Some travel required.

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.