
Staff Classification Description – Software Technician II

Skill Category: Tech-Para/Professional
Position (Employee) Class: 4N337 (N1)
Grade: 14
Date: 11/2014

Department: Office of Information Technology Services

Education & Experience Requirements: Associate's degree or equivalent with two years related experience. Technical knowledge of current network protocols, operating systems, and standards to include Windows and Mac OS required. 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 campus computer software to include packaging, testing, diagnosing, repairing, maintaining, and upgrading. Troubleshoot issues that arise in a timely and accurate fashion.

Supervision Given & Received: Works under minimum supervision 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 support to end-users and staff on software operation and other issues. Packages, tests, installs, diagnoses, repairs, maintains, and upgrades software products in Windows and Macintosh environments. Receives and responds to service requests for software and resolution of software issues. Implements test plans and documents the results. Packages off-the-shelf program installers which may include development of custom settings and user interfaces during installation. Documents software failure, repair, installation, removal, procedures and software package configurations, and supports installation of packages after they have been moved into production. Performs other related duties as assigned.

Other Specifications: Requires a working technical knowledge of networked and stand-alone Windows and Macintosh 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. 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. 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.