

Sam Houston State University Human Resources

Staff Classification Description – Software Technician I

Skill Category: Tech-Para/professional

Position (Employee) Class: 4N336 (N1)

Grade: 9

Date: 11/2014

Department: Office of Information Technology Services

Education & Experience Requirements: High school graduate or G.E.D. equivalent with one year technology-related experience. Technical knowledge of current network protocols, operating systems and standards to include Windows or Mac OS, Microsoft office, printers, Ethernet cabling, basic multimedia systems and e-mail applications 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, and documenting.

Supervision Given & Received: Receives general supervision from the Manager of Managed Applications Infrastructure and Support. Makes frequent minor decisions and provides supervision to student employees.

Primary Responsibilities: Installs, configures, tests, maintains and troubleshoots workstation software. Receives and responds to service requests for software and resolution of software issues. Documents instances of software failure, repair, installation, and removal. Implements and provides input for Test Plans. Performs functional and regression testing duties. Reports bugs, tracks defects, and resolves issues with the packagers. Performs other related duties as assigned.

Other Specifications: Requires analytical and problem-solving skills, familiarity with Windows and Mac OS X operating systems, strong written and oral communication skills, and the ability to present ideas in user-friendly language. Incumbent must be self-motivated, detail oriented with a strong customer-service orientation. This position involves the ability to set priorities and procedures for accomplishing work based on previous experience and knowledge of organizational policies and procedures. 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 is 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.