

The University of Texas at San Antonio

Job Description

Job Title: Computer User Services Specialist II
Code: 19381
Salary Grade: 56
FLSA Status: Non-Exempt
Department/Division: Job available in different departments/divisions
Reports To: In accordance with specific departmental policies

Summary

- Function: To plan, coordinate, supervise and participate in the work of a unit providing consultation to computer users of various skill levels regarding the effective use of computer resources.
- Scope: Responsible for providing complex and advanced information to faculty, staff, students and various other user groups regarding computers and their usage.

Duties

- Typical:
 1. Provide direct service and assistance to computer users in areas of software and hardware problems/questions to include overseeing computer lab(s); perform maintenance on equipment within the scope of ones duties.
 2. Perform supervisory duties to include the development and maintaining of work schedules; write appraisals and performance reviews.
 3. Coordinates and oversees unit policies, procedures, equipment status, work group performance and training needs.
 4. Administer and maintain different databases. Responsibilities include creating queries, updating exports and mail lists; and consults with department supervisors to determine most effective use of databases.
 5. Identifies and documents service problems or deficiencies, reporting to management with solution recommendations.
 6. Serve as senior resource person for effective software and computer usage.
 7. Investigates, evaluates, installs, and tests hardware and software.
 8. Perform other duties as assigned.
- Periodic:
 1. N/A.

Education

Required	Preferred
Three years of coursework toward a degree in information systems or a business/service related field. Equivalent work experience may be substituted for education.	Bachelor's degree or greater.

Other Requirements

Required	Preferred
Demonstrated skills in communication and diplomacy.	Experience in a multi-user educational computer lab environment, experience in technology sales/support or teaching/training in a high-technology climate
Criminal Background Check (CBC).	Management experience in a customer service environment

Experience

Required	Preferred
Three years of experience in a computer-related field.	N/A

Equipment

Required	Possible
Knowledge of and/or experience with a wide variety of personal computer hardware and software, including operating systems, common office applications, network connectivity and print services.	N/A

Working Conditions

Usual	Special
Standard computer lab environment. May involve some lifting and moving of computer hardware and equipment.	Must be able to lift 40 lbs with or without accommodation.

Supervision

Received	Given
Exercises independent judgment based on extensive technical or specialized knowledge and experience.	Direct supervision of assigned full time and part time personnel.

Accuracy

Proficiency in all duties assigned.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.