

# The University of Texas at San Antonio

## *Job Description*

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Job Title: Computer User Services Specialist I  
Code: 19382  
Salary Grade: 55  
FLSA Status: Non-Exempt  
Department/Division: Job available in different departments/divisions  
Reports To: In accordance with specific departmental policies

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## *Summary*

- Function: To advise and provide consultation to computer users of various skill levels regarding the effective use of computer resources.
- Scope: Responsible for providing 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.
  2. Assist in coordination of unit policies, procedures, equipment status, work group performance and training needs.
  3. Identifies and documents service problems or deficiencies in hardware or software, reporting to management with solution recommendations.
  4. Schedules use of computer facilities; and oversees computers in labs and other rooms.
  5. Resolve routine computer-related problems; test hardware and software.
  6. Monitor supplies; facilitate the movement of equipment with proper recordkeeping.
  7. Participate in technical and customer service training, including self-paced and other staff development activities as prescribed by management.
  8. Perform other duties as assigned.
- Periodic:
  1. May provide work guidance and general supervision over work-study, part-time, and assistant workers.

### *Education*

<b>Required</b>	<b>Preferred</b>
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.

### *Other Requirements*

<b>Required</b>	<b>Preferred</b>
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*

<b>Required</b>	<b>Preferred</b>
Two years of experience in a computer-related field.	N/A

### *Equipment*

<b>Required</b>	<b>Possible</b>
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*

<b>Usual</b>	<b>Special</b>
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*

<b>Received</b>	<b>Given</b>
Exercises independent judgment based on extensive technical or specialized knowledge and experience.	Delegates assignments and provides on-the-job supervision to 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.