

# The University of Texas at San Antonio

## Job Description

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Job Title: Computer User Services Assistant  
Code: 19383  
Salary Grade: 53  
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 assist and consult with computer users on various skill levels regarding the effective use of computer resources.
- Scope: Responsible for providing assistance to faculty, staff, students, and various other user groups regarding computers and their usage.

## Duties

- Typical:
  1. Provide service and assistance to computer users to include faculty and staff.
  2. Monitor equipment and network performance.
  3. Serve as a resource person for effective software and computer usage.
  4. Assist in the scheduling and enforcement of computer facility schedules and procedures.
  5. Assist in testing hardware and software; and inventory related classes.
  6. Assist in monitoring supplies.
  7. Perform other duties as assigned.
- Periodic:
  1. N/A.

## Education

Required	Preferred
Two years of coursework toward degree in information systems or a related field.	N/A

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Criminal Background Check (CBC).	N/A

***Experience***

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

***Equipment***

<b>Required</b>	<b>Possible</b>
Knowledge of and/or experience with computer hardware and software.	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.	N/A

***Supervision***

<b>Received</b>	<b>Given</b>
Determines own work methods. Detailed instructions given on special projects.	None

***Accuracy***

Proficiency in all duties assigned.
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***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.
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***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.
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