

# The University of Texas at San Antonio

## *Job Description*

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Job Title: Computer Support Specialist  
Code: 19873  
Salary Grade: 57  
FLSA Status: Non-Exempt  
Department/Division: Job available in different departments/divisions  
Reports To: In accordance with specific department 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 and lab resources.
- Scope: Responsible for providing information to faculty, staff, students and various other user groups regarding computers and software programs.

## *Duties*

- Typical:
  1. Assist clients (students and faculty) in the use of computer lab services, software and equipment, paying particular attention to the client's need for a successful experience in the lab.
  2. Assist the supervisor in monitoring lab operations for maximum effectiveness, including supply control, equipment status, maintenance schedules, safety, cleanliness, and neatness of all work areas.
  3. Identifies and documents service problems or deficiencies in the lab, reporting to the supervisor with solution recommendations.
  4. Perform additional duties as assigned.
- Periodic:
  1. Participate in technical and customer service training, including self-paced and other staff development activities as prescribed by management.

## *Education*

<b>Required</b>	<b>Preferred</b>
High School Diploma or GED.	College or technical coursework in information technology related studies.

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Ability to analyze common system or software use problems and assist user with solutions, e.g. printer selections, data storage device malfunctions, menu operations and help system operations.	Demonstrated skills in communication and diplomacy.

***Experience***

<b>Required</b>	<b>Preferred</b>
Demonstrated ability to perform routine equipment services such as troubleshooting and resetting failed personal computer systems; servicing printers, and other computer related equipment found in a lab.	Six months of experience or training in personal computer operations; experience in a customer service environment and in a university computer lab environment.

***Equipment***

<b>Required</b>	<b>Preferred</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 lifting and moving computer related equipment or consumables.	N/A

***Supervision***

<b>Received</b>	<b>Given</b>
General from unit, division, or section supervisor.	May be assigned to supervise various student part-time workers.

***Accuracy***

Proficiency in all duties performed.
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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.

***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.