

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: COMPUTER SUPPORT SPECIALIST, EXECUTIVE

Reports To: Designated Supervisor

UW Job Code: 3986

UW Job Family: 38 - Computer Professional

SOC Code: 15-1232

FLSA: Exempt

Pay Grade: 24

Date: 2-18-02 (revised 4-19-02; 7-1-02; 7-1-04; 7-1-08)

JOB PURPOSE:

Coordinate/supervise basic, routine and advanced development, operation, scheduling, and maintenance of computer operations for unit(s), which may include extensive computer labs, or departmental (sub Enterprise) network operations; provide limited computer programming for a variety of systems and software; design and troubleshoot a variety of queries and reports; research and evaluate software, hardware and peripheral purchase options for unit; act as expert functional specialist; act as liaison between Information Technology and the supported unit and provides basic, routine, and advanced level computer and software technical expertise while working under limited supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Serve as technical resource to unit; provide basic, routine, and advanced technical assistance and advice to unit, faculty, staff, and students with basic, routine or advanced computer or data communications related hardware, software, and peripheral questions.
- Coordinate/supervise development, modification, operation, and maintenance of basic, routine, and advanced computer operations for hardware, software, and peripherals.
- Train, supervise, schedule work assignments, evaluate work performance, and provide advice to designated staff; assist with hiring and disciplining staff as directed.
- Research, evaluate and recommend basic, routine, and advanced hardware, software, and peripheral purchases.
- Prepare operational plans including budget/staffing costs for computer operations.
- Maintain supply inventory, order supplies, service, documentation, or other materials as required for designated area.
- Troubleshoot basic, routine, and advanced computer, network at the department or sub-enterprise level, or server problems and provide basic, routine and advanced level computer technical expertise; act as liaison between vendors and/or the IT department; provide system shutdown recovery during regular work schedule and, occasionally, beyond normal work hours.

- Prepare and design a variety of basic, routine, and advanced reports and queries using a variety of software and systems. Assist users to obtain required data and reports.
- Provide limited programming for a variety of systems and software.
- Provide procedures to maintain data integrity, access, and protection of networks at the department or sub-enterprise level, system hardware and associated software and peripherals including backups and updates.
- Direct installation, modification, and testing of basic, routine, and advanced systems software, hardware, and peripherals to insure computer and/or network operation.
- Coordinate or perform basic, routine, and advanced maintenance of computer systems and/or networks as needed.

SUPPLEMENTAL FUNCTIONS:

- Maintain system logs and records.
- Develop or revise procedures and interpretation of policy relating specifically to computer equipment, software and peripheral operations.
- Oversee and update procedure manuals/documents.

COMPETENCIES:

- Attention to Detail
- Analysis/Problem Identification
- Consistency
- Independence
- Influence
- Service Orientation
- Sensitivity
- Work Prioritization & Management

MINIMUM QUALIFICATIONS:

Education: **Vocational School, On-the-Job Experience, or Associate's degree**

Experience: **3 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Basic, routine and advanced principles, methods, and techniques of computer systems and operations of the specific applications in use (or planned) for the department.
- Basic, routine and advanced computer programming languages in use in the area.
- Operation of popular software packages, utility programs, and service aids.
- Basic, routine, and advanced computer and/or telecom hardware configurations and capabilities.
- A wide variety of computer software, hardware and peripherals.
- Basic, routine, and advanced LAN systems.

- Basic, routine, and advanced network protocols and topologies at the department or sub-enterprise level.
- Basic, routine, and advanced design, installation, compatibility, connectivity, and operating systems principles.
- Computer security systems, password, and file protection protocol.
- Training design and techniques.
- Basic, routine, and advanced development, operation, scheduling, maintenance, and administration of network operations at the department or sub-enterprise level.

Skills and Abilities to:

- Troubleshoot basic, routine, and advanced computer operations and software problems.
- Communicate basic, routine, and advanced technical information clearly and concisely both written and orally.
- Establish effective working relationships with users, operators, programmers, vendors, and supervisors.
- Install, maintain, and configure basic, routine, and advanced software, hardware and peripherals.
- Read and comprehend technical information relating to proprietary software, hardware, peripherals, and computer or telecommunications hardware.
- Design and deliver training.
- Research industry trends and technology developments, evaluate new hardware and software and provide recommendations.
- Diagnose and resolve basic, routine, and advanced network problems at the department or sub-enterprise level.
- Analyze network operations and inefficiencies.
- Recommend proactive solutions to problems at the unit(s) level.
- Provide network direction and expertise to others at the department or sub-enterprise level.
- Install, modify, and test basic, routine, and advanced systems software and hardware.
- Design systems security measures.
- Maintain system logs and records.
- Move 50 pounds.

WORKING CONDITIONS:

No major sources of discomfort, standard office environment. Regular exposure to video terminal display.

DISTINGUISHING FEATURES:

Computer Support Specialist: Under direct to general supervision, provides basic computer hardware, software and peripheral support for a designated unit(s); provides basic computer installation and configuration; prepares, runs, debugs, and maintains basic computer software, hardware and peripherals.

Computer Support Specialist, Senior: Under limited supervision, practices an in-depth understanding of basic and routine computer hardware, software, and peripheral support for a specified unit(s). Plans,

modifies, and troubleshoots basic LAN functions, operations and maintenance; resolves departmental data operating problems; provides training to users.

Computer Support Specialist, Executive: Under very limited supervision, provides basic, routine, and advanced computer operations and/or network support at the department or sub-enterprise level, planning, implementation, and maintenance; conducts pro-active monitoring and troubleshooting of network problems at the highest expert level to resolve departmental data and system integrity, access and protection including backups and updates. Responsible for project implementation including budget, personnel, training and transition. May provide mentoring to computer professionals. This is the highest level within the Computer Support Specialist series.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.