

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, SENIOR**

Reports To: Designated Supervisor

UW Job Code: 3840

UW Job Family: 38 - Computer Professional

SOC Code: 15-1232

FLSA: Exempt

Pay Grade: 22

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

JOB PURPOSE:

Provide basic and routine computer support for unit operations including troubleshooting systematic departmental network, or server problems, software, hardware, peripherals and bringing the system back online; design a variety of queries and reports, coordinate, schedule and monitor data input and processing runs on Administrative or Academic systems; act as liaison between units and Information Technology; provide programming to correct and modify user's software programs. Provide information about appropriate computer and software usage and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- May establish and troubleshoot basic LAN systems.
- Provide hardware/software modifications, developments or updates to designated system; provide basic network system modifications or updates to enhance network operations.
- Provide programming to correct and modify users' software programs.
- Respond to system failures to bring the system back to functioning levels of operation.
- Troubleshoot basic and routine computer, network, or server problems; act as liaison between units and Information Technology.
- Provide computer training; write or maintain user documentation/manuals for basic and routine software applications.
- Prepare and schedule computer runs to process and backup files; organize data input for processing and prepare and maintain input logs; provide analytical/statistical services.
- May review output for completeness and accuracy; create and distribute reports/data runs.
- Prepare a variety of basic and routine reports and queries using a variety of software and systems.
- Assist users to obtain required data and reports.
- Assist with designated computer security systems/password/file protection protocol; work with Unit/Information Technology regarding security problems, as directed.

- Assess computing needs and provide information to aid in identifying potential use of available computing resources.
- Set up operational procedures for users.
- Serve as technical resource to unit; provide basic and routine technical assistance and advice to unit, faculty, staff, and students with computer or data communications related hardware, software, and peripheral questions by phone or in person.

SUPPLEMENTAL FUNCTIONS:

- Maintain inventory of computer-related materials/supplies.
- Assist with departmental procedures and interpretation of policy.
- Keep abreast of new or enhanced technologies; may recommend software/hardware purchases.
- Evaluate and assess departmental needs; recommend or develop improvements to system.

COMPETENCIES:

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

MINIMUM QUALIFICATIONS:

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

Experience: **2 years full-time work experience, or combination of college coursework and full-time experience to equal 2 years**

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

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Basic and routine principles, methods, and techniques of computer systems and operations of the specific applications in use (or planned) for the department.
- Basic and routine computer programming languages in use in the area.
- Operation of popular software packages, utility programs, and service aids.
- Basic and routine computer and/or telecom hardware configurations and capabilities.
- A wide variety of computer software, hardware and peripherals.
- Basic LAN systems.
- Basic network protocols and topologies.
- Design, installation, compatibility, connectivity, and operating systems principles.
- Computer security systems, password, and file protection protocol.
- Training design and techniques.

Skills and Abilities to:

- Troubleshoot and resolve basic and routine computer operations, common software problems and departmental network connectivity problems.
- Communicate basic and routine technical information clearly and concisely both written and orally.
- Establish effective working relationships with users, operators, programmers, vendors, and supervisors.
- Write, test, modify, and maintain basic and routine computer and/or network programs.
- Install, maintain, and configure basic and routine software, hardware and peripherals.
- Read and comprehend technical information relating to proprietary software, hardware, peripherals, and computer or telecommunications hardware.
- Design spreadsheet and database applications.
- Design basic and routine queries and reports.
- Design and deliver training.
- Meet demanding timelines.
- Research industry trends and technology developments, and provide recommendations.
- 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.