

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

Reports To: Designated Supervisor

UW Job Code: 3975

UW Job Family: 38 - Computer Professional

SOC Code: 15-1232

FLSA: Exempt

Pay Grade: 20

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

JOB PURPOSE:

Under general supervision, provide basic computer and software information and assistance to designated units.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- As directed, assist with basic inquiries regarding computer software, hardware, peripherals, services and use by phone and in person.
- Install, set up, and configure software, hardware, and peripheral equipment.
- Assist students, faculty and staff with preparing, running, debugging, maintaining, and performing basic troubleshooting of routine programs; assist with basic data communications problems.
- Assist users in utilization of specific resources on different computing platforms.
- Troubleshoot basic computer operations and network connectivity problems.
- Prepare basic user documentation, maintain appropriate records, and assist in identification, evaluation and recommendation of hardware and software standards or purchases.
- Prepare a variety of routine reports and queries. Assist users to obtain required data and reports.

SUPPLEMENTAL FUNCTIONS:

- Assist with training and equipment demonstrations; may assist in establishing or modifying basic programs.
- Write and edit articles for the department newsletter as assigned.

COMPETENCIES:

- Attention to Detail
- Analysis/Problem Identification
- Consistency
- Service Orientation

- Work Tempo
- Technical/Professional Knowledge

MINIMUM QUALIFICATIONS:

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

Experience: **1 year work-related experience**

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

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

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

Skills and Abilities to:

- Troubleshoot basic computer operations, common software problems and departmental network connectivity problems.
- Communicate basic technical information clearly and concisely both written and orally.
- Establish effective working relationships with users, operators, programmers, vendors, and supervisors.
- Install, maintain, and configure software, hardware and peripherals.
- Read and comprehend technical information relating to proprietary software, hardware, peripherals, and computer or telecommunications hardware.
- Design basic spreadsheet and database applications.
- Design queries and reports.
- Move 50 pounds.

WORKING CONDITIONS:

Standard office environment; regular exposure to video terminal displays.

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.