

Position: Technology Specialist I	Position Number:
Department:	FSLA: Non-exempt
Reports to:	Salary Grade: 117

Summary

Performs a wide variety of one-on-one and small group instruction, help, and troubleshooting on common to advanced microcomputer equipment, connectivity, and software problems used for administration, education, and libraries. Performs a wide variety of diagnostic inspections and repair on stand-alone and networked microcomputer hardware and software for administration, education, and libraries.

Essential Duties and Responsibilities

Depending on the area of concentration, incumbents are expected to perform some, not all, of the following duties:

- Receives and responds to calls and personal inquiries regarding questions and problems with usage of common to advanced personal computer software and input and output of information to and from computer hardware. Examples of software include, but are not limited to word processing, spreadsheets, graphics, desktop publishing, bibliographic search, and teaching tools.
- Documents help desk calls and assigns questions and solutions to a predetermined index that is accessible by others.
- In small group settings or on a one-to-one basis, instructs and illustrates the use of a variety of business and educational software such as learning tools, word processing, spreadsheet, and graphics.
- Installs stand alone and networked computers (existing networks). Installs and customizes applications software and other associated programs and files.
- Sets up and configures audio and visual communications devices to facilitate conferences, distance learning, and related uses.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

Requires in-depth technical knowledge of personal computer operations, including the relationship and usage of various input and output components, business and education support software, and terminology. Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires sufficient communication skills to conduct individual instruction and technical assistance on the use and application of PC-based business and education, internet, and connectivity

software; small group instruction on common software.

- **Abilities**

Must be able to perform all of the relevant duties of the position with minimal supervision. Must be able to operate a variety of computer terminals, printers, and peripheral equipment. Requires the ability to analyze well-precedented technical problems and to develop and apply appropriate solutions. Must be able to read, understand and apply information from technical manuals. Must be able to prioritize work in order to meet deadlines and maintain schedules. Must be able to provide service during non-normal work hours.

- **Physical Abilities**

Position requires light to medium walking, standing for periods up to one hour, stooping, and carrying and lifting of light weight materials (under 25 pounds). Requires visual acuity to read numbers, letters, and images; depth perception to connect parts and sub-assemblies; hand and finger dexterity to use a computer keyboard, and hand-eye coordination. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations with minimal voice projection.

- **Education and Experience**

Two years of college-level course work in microcomputer hardware and software components, microcomputer operating systems and data communications software. Alternatively, one year of college-level course work in the same areas and two years of additional job training or experience. Additional experience may substitute for higher education.

- **Licenses and Certificates**