

JOB DESCRIPTION

POSITION TITLE: Student Technology Fee Technical Support Specialist

INCUMBENT EMPLOYEE: Alfred Ehlers

EMPLOYEE CLASSIFICATION: Entry Level

FUNCTION OF WORK: Serves as technical support for student technology

SUPERVISION RECEIVED: Direct from Student Technology Fee Support Specialist, indirect from Vice President of Technology, Research and Economic Development

SUPERVISION EXERCISED: Provide technical support to Student Technology Fees

DUTIES AND RESPONSIBILITIES

% of time

100%

Description

Responsible for maintenance of Student Lab PC hardware and software. Connect PC's to the University networks and install the software necessary for the PC to operate on the network. Assist in the installation and maintenance of network printing and remote connectivity equipment. Install and maintain shared network applications. Diagnose problems and determine the cause and solution in a timely manner. Assist in Student Technology Fee technical purchases. Work in other capacities as needed or determined by supervisor.