

## **JOB DESCRIPTION**

*(Classified Employee)*

**Job Title:** Desktop Support Technician

**Date:** February 2003

**Job Code:** 0155

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### **Statement of the Job**

This position assists staff with technical support of desktop computers, applications, and related technology. Support includes specification, installation, and testing of computer systems and peripherals within established standards and guidelines. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems. The position utilizes one-on-one consultancy to end users and University Network staff. The employee in this position also assists in the maintenance and testing of network servers and associated equipment. The position's responsibilities require independent analyses, communication and problem solving. Work is performed with little supervision and requires initiative and judgment.

### **Duties of the Job**

- \* 1. Assists staff with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment and software within established standards and guidelines.
- \* 2. Works with vendor support contacts to resolve technical problems with desktop computing equipment and software.
- \* 3. Works with Help Desk and Network Operations staff as appropriate to determine and resolve problems received from clients.
- \* 4. Interact with numerous computer platforms in a multi-layered client server environment. Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers, and administrative systems.
- \* 5. Trains and orients staff on use of hardware and software.
- \* 6. Recommends and / or performs upgrades on systems to ensure longevity.
- \* 7. Works with procurement staff to purchase hardware and software.
- \* 8. Assesses functional needs to determine specifications for purchases.
- \* 9. Orders computer supplies.
- \* 10. Assists in maintaining LAN/WAN records and, as appropriate, telephone systems cable.

Asterisked (\*) duties are the essential functions, or fundamental duties, or the systemwide classifications. The essential functions of individual positions within the classification may differ. The University may assign reasonably related additional duties to individual employees consistent with policy and collective bargaining agreements.

**JOB SPECIFICATION**  
(Classified Employee)

**Job Title:** Desktop Support Technician

**Job Code No:** 0155

**Wage Grade:** 18

**Total Points:** 374

| FACTOR  | DEGREE | POINTS |
|---|--------|--------|
| 1. Knowledge and Skills<br>Specialized knowledge to analyze and solve complex problems.   | 5      | 180    |
| 2. Effort   |        |        |
| I. Mental and Visual Effort<br>Concentrated, exacting mental and visual effort to plan and perform complex work.                                  | 5      | 40     |
| II. Physical Effort<br>Light physical effort or significant manual dexterity.   | 2      | 20     |
| 3. Responsibility for Cost Control<br>Sustained high degree of attention required to prevent damage or waste.                                     | 4      | 32     |
| 4. Responsibility for Others  |        |        |
| I. Injury to Others<br>Normal care and awareness required to prevent minor physical injuries.   | 2      | 16     |
| II. Supervisory Responsibility<br>Assigns tasks to a helper; and/or supervises student or temporary employees during a minor portion of the time. | 2      | 16     |
| III. Sensitive Information and Records<br>Little or no contact with sensitive information.  | 1      | 8      |
| 5. Working Conditions<br>Frequent exposure to several adverse stimulations or to one which is particularly disagreeable.                          | 3      | 30     |
| 6. Responsibility for External and Internal Relations<br>Frequent important external and/or internal contacts.                                    | 4      | 32     |