

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 MAINTENANCE TECHNICIAN, SENIOR

Reports To: Designated Supervisor

UW Job Code: 5269

UW Job Family: 51 - Technicians

SOC Code: 49-2011

FLSA: Non-exempt

Pay Grade: 23

Date: 9-1-04

JOB PURPOSE:

Provide basic, routine, advanced and expert licensed computer system and computer peripheral repairs, troubleshoot problems, perform repairs and maintenance services, install/upgrade hardware and software computer applications and computer peripheral equipment, and/or purchase supplies, parts, and equipment and maintain inventory.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide system and software configuration.
- Work with user consultants to discuss computer application(s), system or network problems, and provide possible remedies which may include recommendation of purchase of hardware, software, and/or system equipment.
- Provide repair or replacement cost estimates; maintain assigned budget, and monitor expenditures.
- Maintain assigned inventory; order supplies as needed following department and university protocol for purchases.
- Install, maintain, and upgrade hardware and software computer applications and computer peripheral equipment (printers, scanners, etc.).
- Investigate, analyze, and resolve basic and advanced hardware and associated software and communications problems on university computer systems; perform repairs and maintenance on a wide range of pc-based computers and peripherals.
- Evaluate existing computer systems hardware, and perform system upgrades; based on customer needs, customize and test computer systems, and resolve configuration conflicts and errors.
- Process problem reports; document the progress of projects. Produce purchasing and progress reports.
- Train and supervise student employees, as appropriate.
- Maintain a high-level quality of customer service standards in dealing with and responding to questions.

- Work with vendors on warranty issues and exchanges. Stay current meeting licensing criteria and with new computer-related technology.

SUPPLEMENTAL FUNCTIONS:

- May be required to work extended hours on emergency repairs.
- May work on computers and related equipment in large or small computer labs.
- Attend meetings, as directed.
- Perform miscellaneous job-related duties as assigned.

COMPETENCIES:

- Attention to Detail
- Technical/Professional Knowledge
- Developing Organizational Talent
- Service Orientation
- Quality Orientation
- Adaptability

MINIMUM QUALIFICATIONS:

Education: **Associate's degree or similar vocational degree in Computer Systems**

Experience: **2 years work-related experience**

Required licensure, certification, registration, or other requirements:

- **A+ certification and recertification as required.**
- **Dell Premier Access Technician certification and recertification as required.**
- **HP Compaq Technician certification and recertification as required.**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Various computer hardware and software applications.
- Various computer operating systems.
- Various network systems and computer peripheral equipment.
- Virus protection systems, methods and procedures.
- Diagnostic utility programs.
- Applicable rules and regulations of the computer, electronic repair trade.
- Supervisory methods and techniques.
- Applicable University policies and procedures.
- Communication methods.
- Customer service techniques and methods.
- Time management and work prioritization techniques and practices.
- Cost estimating procedures.
- Applicable safety rules and regulations.
- Purchasing methods and procedures.

- Quality control methods and theories.

Skills and Abilities to:

- Perform expert-level computer software, hardware and peripheral installation, diagnosis, repair, testing, analysis, and problem resolution.
- Troubleshoot, diagnose and resolve computer and/or network-related problems including configurations.
- Train and supervise support staff.
- Manage time constraints and prioritize work assignments.
- Purchase supplies and equipment following department and University protocol.
- Research costs and provide cost estimates.
- Purchase supplies and monitor budget expenditures.
- Communicate effectively.
- Work as a team member and foster a cooperative work environment.

WORKING CONDITIONS:

Computer repair/ office environment. Regular exposure to fumes, heat, moving mechanical parts, electrical hazards, and confined work areas.

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.