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Computer Services Specialist II

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Official University Job Title: Help Desk Support Technician

Library Title: Computer Services Specialist II

Description: Serve as the lead technician for desktop support in the Library Systems Department. Install, maintain, troubleshoot, and provide technical support for public and staff computers and printers in the Library. Supervise two EDP Technical Support Specialists

Duties:

- **Serve as lead technical support for the library’s 400+ public computers and approximately 65 staff computers.**
- **Install, maintain, troubleshoot, and provide technical support for public and staff computers and printers.**
- **Supervise two EDP Technical Support Specialists. Provide training, instruction, and support to them in maintaining all library computer hardware and software.**
- **Act as the liaison with Information Technology Services for desktop computing issues.**
- **Investigate and recommend new computer hardware purchases.**
- **Upgrade staff computers and public computers with new models on a regular basis.**
- **Ensure confidentiality of staff files, records, and emails during all transfers and upgrades.**
- **Report to the head of the Systems department.**

Essential Duties & Responsibilities:

List the essential duties performed as a regular part of the job grouping related duties together in a sentence or paragraph. After listing the specific duties, estimate the percentage of time required to perform each duty, the total equaling 100%.

Essential Functions & Responsibilities (place an * next to new essential functions assigned to a job)	% of Time
Supervise, train, support, and manage two other Systems personnel	30%
Install, maintain, troubleshoot, and provide technical support for Library public and staff computers. Assign service requests to EDP Technical Support Specialists within the department, or personally complete more difficult tasks and assignments.	20%
Upgrade faculty and staff computers with newer models on a regular basis. Maintain strict confidentiality of personal files, emails and records. Verify no data is lost in transition.	15%
Work as the liaison with Information Technology Services for desktop computing in the	15%

Library.	
Upgrade faculty and staff computers with newer models on a regular basis. Maintain strict confidentiality of personal files, emails and records. Verify no data is lost in transition.	15%
Other Duties as required	5%