

3-30-2015

Tech. Support Specialist I

Follow this and additional works at: <https://digitalcommons.georgiasouthern.edu/lib-jobs>

This job description is brought to you for free and open access by the Administrative Documents and Official Records at Digital Commons@Georgia Southern. It has been accepted for inclusion in Library Job Descriptions by an authorized administrator of Digital Commons@Georgia Southern. For more information, please contact digitalcommons@georgiasouthern.edu.



Official University Job Title: Help Desk Support Technician

Library Title: Tech. Support Specialist I

Description: Maintain computer hardware and software for the Henderson Library faculty and staff and in computer labs in the building.

Duties:

- Maintain computer hardware and software in the Henderson Library computer labs.
- Troubleshoot computer and printer problems.
- Provide technical support to students and faculty (workstations and peripherals).
- Monitor help desk in the computer lab, and staff help desk as needed.
- Support end-user network computing
- Control and maintain areas under the System’s Department’s control – including storing and disposing of surplus equipment.
- Report to the Computer Services Specialist II

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
Assists in the installation, maintenance, and troubleshooting, of all Library public and staff computers	50%
Assist student help desk with computer problems and issues.	20%
Monitors printer maintenance kits and replaces when necessary	10%
Keep up with library computer inventory and surplus of computers and peripherals.	10%
Keep up with new trends in computer hardware and software	5%
Perform other duties as required	5%