Definition of Class
Incumbent in this position is responsible for coordinating the computer related processes and assisting in the computer operations of a University department or unit. Assists faculty and staff by providing hardware/software support for their personal computers and related devices and caters to students utilizing a departmental computer lab.

Examples of Work Performed
Installs various software packages on personal computers within the unit; customizes the computer systems to meet user requirements and increase user productivity.

Maintains the personal computers by troubleshooting and identifying problems; obtains new releases of software that have been corrected for problems and bugs.

Provides technical support for computer users within a particular unit, including software packages pertaining to word processing, spreadsheets, databases, graphical programs, presentation packages, networking, and other applicable software.

Organizes and conducts training sessions for faculty and staff covering basic procedures and general instructions on the various computer software packages.

May provide consulting services to departmental staff for new purchases with regard to computers, software, and peripherals to meet their needs and keep them informed on new technology.

Coordinates the technical management processes of the departmental computer equipment; analyzes present systems and makes recommendations for new hardware and/or software upgrades; and performs hardware and software installation. Assists users utilizing the computing equipment with basic questions.

May create and modify computer programs for the unit, including those relating to project administration, data collection, analysis and reporting presentation.

Performs related or similar duties as required or assigned.

Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Provides technical support service for faculty, staff and students utilizing personal computers within a particular unit.

2. Properly maintains units’ computing equipment, including installing and upgrading hardware and software.

3. Answers inquiries and provides general instructions to faculty, staff and students using various computer software packages.
Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the University of Mississippi's Human Resource Department in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

- **Physical Exertion:** The incumbent may be required to lift up to approximately 25 pounds.
- **Vision:** Requirements of this job include close vision and color vision.
- **Speaking/Hearing:** Ability to give and receive information through speaking and listening.
- **Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to use hands to finger, handle or feel objects, tools or controls. The incumbent is occasionally required to stand; walk; sit; stoop, kneel, crouch or crawl; and reach with hands and arms.

Experience/Educational Requirements:

- **Education:** Bachelor's degree from an accredited four-year college or university in computer science, management information systems, telecommunications or related field.

AND

- **Experience:** One (1) year of experience related to the above described duties.

Substitution Statement: Related experience may be substituted for education, on a basis set forth and approved by the Department of Human Resources.

Interview Requirements

Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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