DEFINITION OF CLASS
This is a professional position in which the incumbent in this position is responsible for providing desktop computing and server support for the University campus. Incumbent works under the general supervision of the Helpdesk Manager or project team leader.

EXAMPLES OF WORK PERFORMED
Installs various software packages on personal computers and office servers. Customizes the computer systems to meet user requirements and increase user productivity.

Advises users on security issues related to desktop computing.

Assists with campus-wide technology projects such as classroom technology installations and TACIT.

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 on campus; material included in software packages include word processing, spreadsheets, databases, graphical programs, presentation packages, networking, and other applicable software.

Writes editorials, technical articles, tips and reviews, and other articles for each issue of the technical bulletin/newsletter; edits all articles submitted; performs layout, art work, and design for each issue, and submits to printer; maintains mailing list database for publications.

Teaches the various computer software packages at the basic, intermediate, and advanced levels using the existing computing facilities for seminars and workshops.

Develops guides, manuals, and seminar handouts for software packages and other computing services.

Provides consulting services to various departments for new purchases with regard to computers, software, and peripherals to meet their needs and keep them informed on new technology.

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. Advises faculty, students, and staff in the purchasing of computers, equipment, and software packages.
2. Assists with campus-wide technology projects.
3. Assists the University Community with problems relating to computer hardware, software, and networks.
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 Department of Human Resources 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 50 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 frequently required to sit. The incumbent is periodically required to talk and hear. The incumbent is occasionally required to stand; walk; reach with hands and arms; and stoop, kneel, crouch or bend.

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:
Two (2) years 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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The University of Mississippi is an EOE/AA/Minorities/Females/Vet/Disability/Sexual Orientation/Gender Identity/Title VI/Title VII/Title IX/504/ADA/ADEA employer. The University complies with all applicable laws regarding equal opportunity and affirmative action and does not unlawfully discriminate against any employee or applicant for employment based upon race, color, gender, sex, sexual orientation, gender identity or expression, religion, national origin, age, disability, veteran status, or genetic information. The University of Mississippi is an “at will” employer. This job description does not constitute an employment contract or negate “at will” employment.