**Definition of Class**
The incumbent in this position supervises and assists computer operators in providing the University community with prompt, accurate assistance and services by which it can store, retrieve, and manipulate vital academic and administrative information for its timely operation and function on multiple platforms. Shift work is involved.

**Examples of Work Performed**
Coordinates server resources to expedite routine production tasks.

Responds to user inquiries concerning problems with production and systems operation.

Assists computer operators in solving operational problems.

Maintains a complete, detailed manual, which contains all the information necessary to perform various production jobs.

Monitors and initiates program runs and network availability; responds to various errors; investigates system malfunctions to determine the cause and proper restorative action; contacts technical support as necessary; determines the proper course of action and implements.

Performs routine system backups; assists in performing routine equipment maintenance as needed.

Evaluates the quality of printed material and makes adjustments as needed.

Provides training for new personnel; selects other personnel to assist in training new personnel.

Performs various personnel functions including, but not limited to, assisting in performance evaluations, recommending applicants for hire, minor disciplinary actions, merit recommendations, and maintaining time records and vacation schedules.

Trains operators in new operational procedures.

Oversees RT (request tracker) requests and follow-up actions on their shifts.

Performs similar or related duties as assigned or required.

**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. Coordinates and maintains server resources and support materials.

2. Provides technical support by answering inquiries or assisting in solving operational problems.


**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

**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 frequently required to sit; and reach with hands and arms. The incumbent is occasionally required to stand or walk.

**Experience/Educational Requirements:**

- **Education:**
  Associates Degree in Computer Science or related field from an accredited college.

  **AND**

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

- **Substitution Statement:**
  Related education and related experience may be substituted on a basis set forth by the Department of Human Resources.

**Interview Requirements**

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

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