JOB DESCRIPTION

Computer Hardware Specialist

**Definition of Class**
This is a non-supervisory position in which the incumbent assists in the supervision of and participates in the repair and service of all small computer systems, servers and peripherals on campus as well as data communication endpoints.

**Examples of Work Performed**
Assigns service calls to technicians. Reviews calls for priority.

Oversees inventory of spare parts.

Repairs computers and other electronics equipment.

 Determines via telephone contact whether problem is hardware or software.

Arranges pickup or delivery of equipment.

Diagnosis failure using test equipment.

Repairs or replaces parts as needed.

Uses diagnostic and data recovery software to minimize data loss.

Coordinates long-term projects by evaluating user needs, physical requirements, and type involvement by other departments.

Evaluates service support needs for hardware and software. Tests new diagnostic software for suitability and features.

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. Assists in the supervision of and participates in the repair and service of all small computer systems, servers and peripherals.

2. Evaluates service support needs for hardware and software.

**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.

**Speaking/Hearing:** Ability to give and receive information through speaking and listening.

**Motor Coordination:** While performing the duties of this job, the incumbent is periodically required to use hands to finger, handle, or feel objects, tools, or controls; stand; walk; reach with hands or arms; and reach with hands and arms; and sit. The incumbent is periodically required to crawl; climb or balance; and stoop, kneel, crouch or bend.

**Experience/Educational Requirements:**

**Education:**
Two years of study in a related field at an accredited college or university.

AND

**Experience:**
Five (5) years of 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 Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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