

UNIVERSITY OF ARIZONA
DEPARTMENT OF HUMAN RESOURCES
CLASSIFIED STAFF EMPLOYEE JOB DESCRIPTIONS

JOB CODE: 73150

TITLE: Workstation Technical Support Specialist

IT PAY BAND: B05

FLSA: Non-Exempt

Purpose of Classification:

Installs, configures and maintains computer workstation hardware, software and peripheral equipment. Conducts maintenance needs assessments. Plans and implements maintenance, upgrades and training programs. Collaborates with computer users to identify and resolve hardware and software operational problems.

Distinguishing Characteristics:

This is a specialized classification and not part of a series.

Example of Duties:

- Installs and configures computer workstation hardware, software, and peripheral equipment.
- Conducts maintenance needs assessments and plans, implements and coordinates workstation hardware and software maintenance schedules including patching, cleaning, data recovery, upgrades and testing.
- Collaborates with computer users to provide technical support and to assist in the resolution of software and hardware problems. Identifies recurring hardware and software problems and recommends plans for prevention and resolution.
- Maintains security of workstations by implementing virus and software scans, updates and other required security protocols.
- Evaluates training requirements, develops materials, and trains computer users regarding computer operations, multimedia, web, e-mail, security, backup, software use, and file and computer maintenance.
- Researches and tests new and emerging workstation support technologies. Advises computer users regarding workstation technology requirements to meet operational objectives and recommends purchase of related software and hardware.
- May assist with systems administration functions such as managing user accounts and profiles, and maintaining hardware and software inventory and licenses.
- May assist with basic design, development and maintenance of web sites.

Knowledge, Skills and Abilities:

- Knowledge of commonly used computer workstation hardware and software components.
- Skill in troubleshooting computer workstation hardware and software problems.

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- Skill in installing, configuring, maintaining and testing computer workstation hardware, software and peripheral equipment.
- Skill in explaining technical concepts to non-technical users.
- Skill in researching new computer workstation hardware and software.
- Ability to effectively communicate verbally and in writing.

Minimum Qualifications:

- Three years of experience installing, configuring and maintaining computer workstation hardware, software and peripheral equipment or related experience; OR
- Associate's degree in Management Information Systems, Computer Information Technology or related field AND two years of experience installing, configuring and maintaining computer workstation hardware, software and peripherals or related experience; OR,
- Any equivalent combination of experience, training and/or education.

This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities of any particular position. Essential functions and overtime eligibility may vary based on the specific tasks assigned to the position.

Prepared: 05/01/09