

COMPUTER OPERATOR (IT Services Remote Technician)

\$13.39 per hour

40 hours per week

Applications will be accepted until 5:00 p.m., Friday, April 23, 2021. Applications may be submitted in person to the Office of Human Resources, Womack 209 or emailed to humanresources@hsu.edu.

Job Summary

The Computer Support Technician works under general supervision and is responsible for supervision of the Helpdesk and for monitoring and controlling electronic computer and peripheral electronic data processing equipment. Other responsibilities include specialized assignments in different functional areas such as, technical services, networking or user support. This position is governed by standard procedures and institution policy.

Examples of Work

1. Support
 - Supervise Helpdesk workers with Tier One support with assistance to students, faculty, and staff with miscellaneous problems related to telephones and computer problems including, but not limited to, logging on and password resetting.
 - Communicate by phone and email with technical support to diagnose problems and arrange for the repair of malfunctioned hardware.
 - Tier two support for employees and students.
 - Perform computer orientation for students (i.e. Heart Start and Henderson Seminar) and new employees (beginning of semester).
2. PC -- Setup new Desktop, Laptop, & Tablet Computers. Configure all settings for users and administrators. Research various problems including, but not limited to viruses, and software compatibility. Replace and upgrade hardware.
3. Printers -- Install, configure, and troubleshoot printers; both local and network type
4. Network -- Setup and maintain wired and wireless networks. Prepare and punch down patch cables to hubs and switches. Run wire to and from switches and hubs. Maintain network jacks. Maintain wires for presentation.
5. Telephony -- Wiring and troubleshooting telephone systems including the wiring, punch downs, and jacks
6. Assists other technicians with specialized job requirements
7. Prepare written and typed reports including work completed and updating progress.
8. Performs related responsibilities as required or assigned.

KNOWLEDGE, ABILITIES, AND SKILLS:

Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming. Knowledge of compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data. Ability to analyze information and evaluate results, to choose the best solution and solve problems. Ability to enter, transcribe, record, store, or maintain information in written or electronic/magnetic form.

Working Relationships

The Computer Operator has frequent contact with other technicians, users, and programmers.

Special Job Dimensions

Occasional work may be required after hours.

Minimum Qualifications

The formal education equivalent of an associate degree. Other job related education and/or experience may be substituted for all or part of these basic requirements upon approval of the Qualifications Review Committee.

Please Note

The applicant selected for this position will be required to submit to a background screening, including criminal background check and may include substance abuse testing, and financial records check.

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