

The University of Akron
Classification Specification

Job Title:	Computer Support and Facilities Assistant-MCUC	Job Code:	43417
Job Function:	Staff	Grade:	117
Job Family:	Classified	FLSA:	Non-Exempt
SOC Description:	3000 Information Technology Division	Date:	8/14

Job Summary:

Assist faculty, students, staff and community members with computer related issues regarding hardware, software and networking. Provide computer support throughout MCUC. Assist in the basic cleaning of MCUC, in addition to setting up and tearing down of classrooms for special events.

Essential Functions:

30% Provide technical support to faculty, students, staff and community members with regards to hardware, software and networking.

25% Clean and maintain MCUC such as but not limited to wiping tables/whiteboards, emptying trash, replacing light bulbs and painting. Set up and tear down classrooms.

20% Assess and rectify technical difficulties to the software of the department's computers and the networking system. Maintain, update and monitor the department's webpage, in addition to other forms of social media and marketing.

15% Deploy software to department's computers and maintain the hardware for the department's computers.

10% Other duties as assigned.

Education:

Requires high school diploma or GED.

Licenses/Certifications/Requirements:

None.

Experience:

Requires a minimum of 1 year experience in hardware, software and networking. Experience with word processing, spreadsheet application, presentation software, webpage design and database applications required. Strong problem solving and communication skills required. Ability to work independently required.

Leadership:

No authority or responsibility for the supervision of others but must be able to direct others on daily operations and review for accuracy and consistency.

Physical Requirements:

Moderate physical effort required involving long periods of standing, walking on rough surfaces, bending and/or stooping; periodic lifting of moderately heavy items (over 25 lbs. -- 50 lbs.).

Working Conditions:

Standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions and/or minor heating/cooling or ventilation problems. Near continuous use (>70% of the time) of a video display terminal.

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.