

The University of Akron
Classification Specification

Job Title:	Computer Support Assistant	Job Code:	80500
Job Function:	Staff	Grade:	117
Job Family:	Bargaining Unit	FLSA:	Non-Exempt
SOC Description:	3000 Information Technology Division	Date:	2/5/14

Job Summary:

Record, prioritize, and resolve computer hardware, software, and network related problems throughout the department/college. Provide technical assistance to students, administrators, faculty, and staff in the operation of computer software and related equipment.

Essential Functions:

10% - 30% Provide assistance and informal instruction to the faculty and staff regarding network access, software applications, and the use of computer related equipment.

10% - 30% Administer online courses and network activities while investigating new and current technology. Create and maintain department/college web pages. Maintain accounts, Uanet ID's, and databases.

10% - 20% Respond to computer problem requests for the purpose of prioritizing, resolving, and recording campus wide computer and network related problems. Provide information to faculty and other users regarding the problem status and resolution.

15% Install and maintain hardware and software while communicating with outside vendors and/or internal IS Department to learn troubleshooting techniques and purchase computer hardware or software.

5% Assign work to student assistants and provide overall supervision and assistance to the student workers.

5% Maintain and organize inventory including supplies, computer parts, software disks, and documentation. Schedule the use of laptop computers and the other equipment when necessary.

Education:

Requires 18 months of education or training beyond high school.

Licenses/Certifications/Requirements:

None.

Experience:

Requires a minimum of 2 years experience in computer hardware/software support, troubleshooting, installation, and maintenance. Strong problem-solving, communication, and computer skills to include word processing, desktop publishing, spreadsheet, presentation software, web page development and database capabilities required. Ability to instruct users in the use of various software applications required.

Leadership:

Responsible for directing and monitoring the work of student and/or temporary workers.

Physical Requirements:

Light physical effort required involving stooping and bending; individual has limited discretion about walking, standing, etc.; occasionally lifting of lightweight objects (up to 25 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.