

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: COMPUTER MAINTENANCE TECHNICIAN

Reports To: Designated Supervisor

UW Job Code: 5251

UW Job Family: 51 - Technicians

SOC Code: 49-2011

FLSA: Non-exempt

Pay Grade: 20

Date: 8-17-99 (revised 12-1-01; 7-1-02; 7-1-04)

JOB PURPOSE:

Install, maintain, and upgrade hardware and software computer applications and computer peripheral equipment (printers, scanners, etc.); troubleshoot computer or network problems.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Install, maintain, and upgrade hardware and software computer applications and computer peripheral equipment (printers, scanners, etc.).
- Communicate with users to locate computer or network problems.
- Assist by troubleshooting computer or network problems and provide resolution to users, and, as needed, work with other users or staff from Information Technology.
- Provide liaison work with Information Technology, as directed.
- Provide/oversee computer security and user accounts including management of passwords/file protection for designed users.
- May maintain assigned web pages utilizing web software and providing links to other resources.
- May work on computers and related equipment in large or small computer labs.
- May interact with vendors on warranty issues.
- May be on-call for after regular business hour emergencies.

SUPPLEMENTAL FUNCTIONS:

- Stay current on new computer-related technology.
- May attend meetings, as directed.
- May recommend computer or computer-related equipment purchases.

COMPETENCIES:

- Attention to Detail
- Adaptability

- Service Orientation
- Technical/Professional Knowledge
- Quality Orientation
- Analysis/Problem Identification

MINIMUM QUALIFICATIONS:

Education: **Associate's degree in Computer Science or related field**

Experience: **1 year work-related experience**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Various computer hardware and software applications.
- Various computer systems.
- Various network systems and computer peripheral equipment.
- Virus protection practices and procedures.
- Diagnostic utility programs.

Skills and Abilities to:

- Perform software and peripheral installations.
- Troubleshoot and resolve computer and/or network-related problems.
- Communicate effectively.

WORKING CONDITIONS:

No major sources of discomfort; office/computer lab environment. Regular exposure to moving mechanical parts and electrical hazards.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.