

**INDIANA UNIVERSITY SOUTHEAST
JOB SPECIFICATION**

JOB TITLE: Microcomputer Technician

DATE: 04/02

JOB PURPOSE: Under limited supervision, performs a variety of technical and administrative tasks relating to the provision of support services to microcomputer users.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Set up, install and test microcomputers and related hardware and software, identify and resolve problems.
2. Assist SCS lab techs in all aspects of microcomputer uses and in the realization of efficient microcomputer applications.
3. Troubleshoot and resolve hardware and software problems, repair or replace malfunctioning microcomputing hardware and software. Enlist outside services to perform maintenance as needed.
4. Instruct SCS personnel in hardware/software usage which includes individual instruction, training programs, demonstrations and presentations.
5. Serve as a technical contact and consultant to answer questions, identify needs, make recommendations, and research hardware/software.
6. Maintain knowledge of locally utilized hardware/software and current technologies.
7. Establish and maintain vendor contacts.
8. Maintain adequate service records and inventory.

The intent of this job 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 specification.

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MINIMUM REQUIREMENTS

Education: Requires specialized knowledge in a specific area (computer science) typically obtained through 2 years education or training beyond high school.

Experience: 2 year computer experience.

Knowledge, Skills, Abilities and Worker Characteristics:

Organizational skills.

Communications skills.

Problem solving skills.

Ability to work with wide range of people.

Ability to work on several projects simultaneously.

Advance computer skills.

Working knowledge of DOS, MAC OS, NetWare, Windows, TCP/IP (preferred).

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