

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2009**

ENGINEER IV – CLIENT SUPPORT

FLSA STATUS: NON-EXEMPT – PAY GRADE: 24 – P

JOB FAMILY: INFORMATION TECHNOLOGY JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

An Engineer IV – Client Support is responsible for daily operations and support of client/desktop computing environments and networks, including planning and coordination of installation, testing, maintenance, and customization of desktop environments. Such systems are required to foster student success and to enhance employee productivity. Employees in this classification oversee and coordinate activities related to providing college information via on-line and other electronic means. Position provides technical and operational support for systems, establishes standards, and develops and implements strategies and systems for user support services.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Support, monitor, test, and troubleshoot hardware and software problems pertaining to infrastructure, networks, servers, server-based applications, and customer support.

Recommend and schedule system migrations.

Provide client support for all computing related functions and applications.

Install and configure workstations and other hardware, as directed.

Support and/or install software applications/operating systems.

Support and maintain user account information including rights, security and systems groups.

Participate in the testing process through test review and analysis, test witnessing and certification of performance.

Has knowledge of commonly used concepts, practices, and procedures within a particular field.

Network engineers at this level may also serve as client support supervisors and project leaders.

SUPERVISION RECEIVED

Supervision is received from the appropriate administrator.

SUPERVISION EXERCISED

Regularly leads and directs the work of others.

MINIMUM QUALIFICATIONS

An associate's degree in a related field from an accredited institution and two (2) years of directly related work experience.

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PREFERRED QUALIFICATIONS

A bachelor's degree from an accredited institution with five (5) years of direct experience and thorough knowledge of the area of specialty.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment including computers. Involves some physical effort, such as standing and walking, or frequent light lifting (5-10 pounds); or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Task may involve extended periods of time at a keyboard.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, brochures, lists, etc. Requires the ability to prepare correspondence, reports, forms, requisitions, etc., using prescribed format. Requires the ability to communicate effectively in standard English. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively with staff, students, co-workers and supervisors.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; to determine decimals and percentages; to utilize college algebra and descriptive statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in operating computers and modern office equipment and machinery.

Manual Dexterity: Requires the ability to handle a variety of computers and office machines, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

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Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone.

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions.

Effective: 09/09