FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2024

MICROCOMPUTER SPECIALIST

FLSA STATUS: NON-EXEMPT - PAY GRADE: 17 - C

JOB FAMILY: INFORMATION TECHNOLOGY   JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

The Microcomputer Specialist supports and maintains computer systems, desktops, and peripherals, and provides end-user assistance. This position installs, diagnoses, repairs, maintains, and upgrades college owned hardware and equipment and ensures optimal workstation performance. This position troubleshoots and resolves incidents and requests for assistance in person, telephone, or via ticketing system.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Responds and resolves incident tickets, contacts end users, and ensures resolution within established Service Level Agreement (SLA) and document resolution or escalates to appropriate Tier II Support in Service Now.

Provides technical support to faculty, staff, and students via telephone, email, and in person.

Provides technical support for all technology to include installation, setup, maintenance, configuration, and repair to ensure proper operation.

Verifies technology setup needs for special events and meetings.

Supports and maintains hardware asset and software inventory through established procedures. Updates inventory systems and spreadsheets and includes the proper disposal of outdated equipment.

Implements campus wide deployments by assisting with the organization, scheduling, and deployment of technology.

Maintains computer systems, desktops, and peripherals, and provides end-user assistance to support students, staff, and faculty.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision is exercised over assigned staff.

MINIMUM QUALIFICATIONS

High school diploma or high school equivalency degree and two (2) years of related experience.
PREFERRED QUALIFICATIONS

Associate's degree in a related field from a regionally accredited college or university supplemented by four (4) years of work experience in the use and operation of microcomputer equipment, troubleshooting and repair of hardware, and software troubleshooting. Two (2) years of supervisory experience in microcomputer support. CompTIA A+ or ACMT (Apple Certified Mac Technician) Certification.

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, lists, etc. Requires the ability to prepare correspondence, reports, forms, requisitions, etc., using prescribed format. Requires the ability to communicate with a broad array of individuals from various professional backgrounds. Requires the ability to speak to people with poise, voice control and confidence.

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, co-workers, the public and students. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including computer language.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; to determine decimals and percentage; to utilize high school and college algebra; to utilize college geometry and to use descriptive statistics and statistical inference.

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 installing and troubleshooting computer hardware and software.

Manual Dexterity: Requires the ability to handle a variety of computers, computer hardware and software and computer related machinery and equipment, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

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, but may require exposure to dust or pollen.

Effective: 11/4/97

Revised: 01/08; 2/22/24