

Texas A&M System-Wide Classification Description

Classification Title Code/Title: 3407/Computer Maintenance Technician II

Exempt Status: N

Pay Grade: 65

Job Summary: Troubleshoots, repairs, and maintains routine computer related equipment such as PC, monitors, printers, and other attached devices.

Essential Duties and Responsibilities

- Performs routine troubleshooting, repairs, and maintaining computer related equipment such as PC, monitors, printers, and other attached devices. Work with vendor tech support when needed to solve issues/receive warranty support or replacement. Assists in performing hardware/software installations & upgrades for users. Assist users with day to day problems such as locked out accounts, resetting passwords, printing trouble, giving directions. Request quotes for needed equipment, software, consumables. Assist in phone moves and name changes on the phone system.
- Ensure documentation/forms are kept current and submitted to local inventory manager. Manages the process for items slated to go to surplus. Utilize parts from a similar machine, remove/format hard drives, fill out all required paperwork and ensure equipment is moved to surplus receiving. Provides project status reports.
- Maintain documentation manual with current information on hardware, software, and service agreements for core network services. Maintain documentation for user account creation/deletion for local services. Maintain current software licensing documentation. Maintain current documentation of network layout, building maps, etc. Maintain databases on local shared drive for resource scheduling and travel. Maintain employee information on local shared drive, website, and online employee directory.
- Coordinates Video Conferencing and Video and Projection Equipment in Meeting Rooms. Videographer. Maintain teleconference documentation for proper payment of phone charges.

This document represents the major duties, responsibilities, and authorities of this job, and is not intended to be a complete list of all tasks and functions. Other duties may be assigned.

Additional Responsibilities

Minimum Requirements

Education – Associates Degree

Experience – Two year of experience in the maintenance, troubleshooting, and repair of computer equipment

Knowledge, Skills, Abilities

Knowledge of Computers. Skill in communications. Skill in troubleshooting computer equipment. Ability to proactively identify and suggest improved hardware and software solutions to meet the needs of the Center. Ability to work as a team and to deliver excellent customer service.

Registration, Certification, or Licensure

Supervision Received/Given

Works under general direction and generally supervises student workers.

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Other Requirements

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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- *List physical demands