

Texas A&M System-Wide Classification Description

Classification Title Code/Title: 3409/Computer Maintenance Technician IV

Exempt Status: N

Pay Grade: 67

Job Summary: Troubleshoots, repairs, and maintains complex computer related equipment such as PC, monitors, printers, and other attached devices. Installs, diagnoses, repairs, and upgrades hardware equipment.

Essential Duties and Responsibilities

- Troubleshoot, repair, and maintain computer related equipment such as PC, monitors, printers, and other attached devices. Installs, diagnoses, repairs, and upgrades hardware equipment. Work with vendor tech support when needed to solve issues/receive warranty support or replacement. Perform hardware/software installations & upgrades for users. Assist users with day to day problems such as locked out accounts, resetting passwords, printing trouble, giving directions. Make network patch cables and activate needed connections. Request quotes for needed equipment, software, consumables, and place orders ensuring items are added to inventory when appropriate. Assist in phone moves and name changes on the phone system.
- Recommends and implements corrective hardware solutions. Installs, configures, tests, maintains, monitors, and troubleshoots associated end user workstation software and networked software products. Constructs, installs, and tests customized configurations based on various platforms and operating systems.
- Ensure all documentation/forms are kept current and submitted to local inventory manager. Manage 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 see the process through to get the equipment to surplus receiving.
- 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.
- Provides training to others.

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 – Four years 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

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Supervision Received/Given

Works under general direction and generally has limited or back-up supervision of junior Computer Maintenance Technicians and Student Workers.

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