



OHIO
UNIVERSITY

Classification and Qualification Standards

PC Support Specialist

ADMINISTRATIVE/TECHNICAL ROLE

Career Series: Data Processing Technical Support	Job Code: 14356 Grade: F	Date Established: 8/2001	FLSA Category: NON-EXEMPT
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JOB SUMMARY

Under general direction, the advanced level PC Support Specialist has broad decision making authority and independence, and serves as a resource to others in the resolution of complex issues. This classification requires thorough knowledge of computer diagnostic and repair techniques, and network administration tools in order to provide overall support of new and existing PC systems to administration, faculty, staff, students, and computer labs.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Provides computer and network support for administration, faculty, staff, students, and computer lab.
2. Provides hardware and software troubleshooting and maintenance.
3. Responds to work order requests.
4. Installs and configures computer hardware, software, and peripheral components.
5. Loads and verifies correct operation of software packages.
6. Provides training and technical assistance to users.
7. Designs new installation of equipment.
8. Serves as consultant and advises users on computer related matters.
9. Provides work direction to student employees.
10. Researches parts, equipment, and current technical trends.
11. Installs, configures, and maintains telecommunications infrastructure.
12. Performs other duties as assigned.

Worker Characteristics (knowledge, skills & abilities to perform the job duties)

Knowledge of computer software (e.g., network administration tools; imaging software); computer hardware systems (e.g., P.C systems; network cards; servers; LAN diagnostic equipment); computer operating systems (e.g., Windows, DOS; Macintosh; Novel; NT); computer diagnostic and repair techniques; network and telephone wiring techniques; and training and development techniques*. Skill in operation of computer; and peripheral machines (e.g., scanner; printer; modem). Ability to interpret technical material in books, journals, or manuals; troubleshooting computer system problems; act as consultant to computer users; and provide training and assistance to computer users on new and upgraded technology. (*developed after employment)

Minimum education & experience required (including training, registration & licensure)

Completion of undergraduate core program in computer/technical related field to include instruction in computer software, hardware, and operating systems*. 18 mos. training or 18 mos. experience in computer software, hardware, and operating systems. 12 mos. training or 12 mos. experience in computer diagnostic and repair techniques. 9 mos. training or 9 mos. experience in network and telephone wiring techniques. 6 mos. training or 6 mos. experience in training and development techniques*. (*developed after employment).

- Or 42 mos. training or 42 mos. experience in computer software, hardware, and operating systems. 12 mos. training or 12 mos. experience in computer diagnostic and repair techniques. 9 mos. training or 9 mos. experience in network and telephone wiring techniques. 6 mos. training or 6 mos. experience in training and development techniques*. (*developed after employment)

- Or equivalent of the education and experience listed above.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.