

The University of Southern Mississippi
Job Description

JOB TITLE: Desktop Technician I

JOB SUMMARY:

Entry level position that serves as tier two support for the help desk, assisting in the connectivity of desktop workstations and peripherals onto the campus communications network; providing consulting, troubleshooting, product evaluations, training, and documentation; and providing general technical expertise and training to end users in the use of desktop computers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

A review of this description has excluded the marginal functions of this job which are incidental to the performance of fundamental job duties. All duties or requirements are essential job functions. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instruction and to perform any other job-related duties requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

- 5% 1. Adheres to University and department policies, procedures, and regulations.

- 20% 2. Assists in the connectivity of desktop workstations and peripherals onto the campus communications network; installs, sets up, maintains, troubleshoots and repairs multi-platform hardware and software; documents, tracks, and resolves computing problems; performs hardware/software requirement analysis (PC, Macintosh); provides assistance with hardware maintenance for computer equipment and related peripherals; responds to service calls and provides on site maintenance for computer hardware; installs new PC equipment; performs preventative maintenance; assists in resolving network communication problems.

- 20% 3. Provides consulting, troubleshooting, product evaluations, training, and documentation; updates system and application software; trains and supports university faculty and staff in effective access and use of information technology; and prepares and makes recommendations to end-users as well as acts as liaison to outside vendors in regards to services, hardware, and software.

- 15% 4. Provides general technical expertise (desktop problem resolution) and training to end users in the use of desktop computers (Mac and PC), productivity applications (examples include Word, Excel, Outlook, Symantec), and basic Internet technologies (web authoring, ftp, Telnet) as well as the resolution of common software conflicts, printing, and networking problems. Manages customer service requests to facilitate timely and efficient desktop service. Documents work order progress and project status in the requested format. Performs other duties as needed.

- 5% 5. Assists with the maintenance of inventory for desktop support assets, including

computers, software, and printers.

- 5% 6. Assists in the establishment and maintenance of university-wide standards for desktop hardware and software, including planning, acquisition and delivery of desktop services and equipment; develops and oversees procedures related to maintenance and upgrades of hardware and software; and drafts and reviews technical and procedural documentation.
- 15% 7. Maintains high customer satisfaction to the desktop environment. Participates in direct face-to-face coordination with the customer.
- 5% 8. Maintains and repairs network hardware systems, devices and interfaces using wire scopes, meters, probes, schematics, diagnostic software and other tools and equipment. Installs, tests and troubleshoots network cable systems and interfaces.
- 5% 9. Maintains and/or increases technical knowledge through coursework, workshops, seminars, readings and cross training with other team members.
- 5% 10. Participates in the Disaster Recovery planning process as it relates to the networking infrastructure.

SUPERVISORY RESPONSIBILITIES:

No supervisory responsibilities are required for this position.

INTERNAL/EXTERNAL RELATIONSHIPS:

Contacts within the University include all University departments, faculty, staff, and students. Contacts outside the University include the vendors and suppliers.

MACHINES, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, AND COMPUTER PROGRAMS

The machines, tools, equipment, electronic devices, and computer programs listed below are representative of those which must be utilized to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Utilizes personal computer or Mac (email, spreadsheets, etc), cable testing and locating equipment, small hand tools essential to terminating data/voice jacks and working with hardware on desktop systems and devices, drills, cable pulling equipment; and common office equipment such as telephones, scissors, stapler, and staple remover.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to

perform the essential functions.

Education and/or Experience: This job requires knowledge such as that which would normally be acquired in the first two to three years of college, technical or vocational school in Electronics Technology or Computer Communications or a related field, experience and/or training in desktop operating systems, hardware platforms and software packages, one to three years related and progressively more responsible or expansive work experience in computers, local area networks, and broadband/baseband data communications; or equivalent combination of education and experience.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

OTHER SKILLS AND ABILITIES:

- The ability to function effectively in stressful situations.
- The proven ability and experience to multi-task.
- Telephone customer relations skills and experience.
- Problem diagnosis/analysis experience.

CERTIFICATES, LICENSES, AND REGISTRATIONS:

A valid US driver's license is required. MCP, A+, Dell or Apple certifications are a plus.

PHYSICAL DEMANDS:

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.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to use hands to finger objects, tools, or controls and perform repetitive motions with hands, wrists, or fingers. The employee is occasionally required to crouch; reach with hands and arms; and use hands to grasp objects, tools, or controls.

The employee must regularly lift and/or move 20 to 50 pounds and occasionally lift and/or move 100

pounds. Specific vision abilities required by this job include close, distant, color, and peripheral vision, depth perception, and an ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee regularly encounters outdoor weather conditions and occasionally encounters wet, humid conditions; work with mechanical parts; fumes or airborne particles; and risk of electric shock; while performing the duties of this job.

The noise level in the work environment is usually moderate.

The University of Southern Mississippi
Job Description

JOB TITLE: Help Desk Technician

JOB SUMMARY:

Provides diagnostic customer support for desktop and personal computer related problems. Determines source of problem and either resolves the problem personally or coordinates the resolution with available support staff members. Cross trains as Customer Service Technical Representative and Desktop Technician. Works on a variety of projects within iTech that are focused on providing computer and networking support to the campus.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

A review of this description has excluded the marginal functions of this job which are incidental to the performance of fundamental job duties. All duties or requirements are essential job functions. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instruction and to perform any other job-related duties requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

- 5% 1. Adheres to University and department policies, procedures, and regulations.
- 45% 2. Provides diagnostic customer support for desktop and personal computer related problems. Determines source of problem and either resolves problem personally or coordinates the resolution with available support staff members.
- 25% 3. Answers inquiries related to the variety of services offered in relation to technical, operational and billing policies and procedures.
- 5% 4. Maintains and/or increases technical knowledge through coursework, workshops, seminars, and/or reading.
- 5% 5. Cross-trains as Customer Service Technical Representative and Desktop Technician .
- 10% 6. Works on a variety of projects within iTech. Projects will be focused on providing computer and networking support to campus.
- 5% 7. Assists the Lead Help Desk Technician in the training of new Help Desk employees.

SUPERVISORY RESPONSIBILITIES:

No supervisory responsibilities are required for this position.

INTERNAL/EXTERNAL RELATIONSHIPS:

Contacts within the University include all faculty staff and students.

Contacts outside the University include the vendors and suppliers.

MACHINES, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, AND COMPUTER PROGRAMS

The machines, tools, equipment, electronic devices, and computer programs listed below are representative of those which must be utilized to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Utilizes personal computers and printers. Software includes Microsoft Operating Systems, Microsoft Office Suite (Word, Excel, Access, Powerpoint, etc.).

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Associate's degree or equivalent from a two year college of technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience in the information technology field.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS AND ABILITIES:

- Telephone customer relations skills and experience.
- Problem diagnosis/analysis experience.
- Ability to communicate effectively orally and in written form.

CERTIFICATES, LICENSES, AND REGISTRATIONS:

A valid US drivers license is required

PHYSICAL DEMANDS:

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.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to use hands to finger objects, tools, or controls and perform repetitive motions with hands, wrists, or fingers. The employee is occasionally required to crouch; reach with hands and arms; and use hands to grasp objects, tools, or controls.

The employee must regularly lift and/or move 20 to 50 pounds and occasionally lift and/or move 100 pounds. Specific vision abilities required by this job include close, distant, color, and peripheral vision, depth perception, and an ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee may occasionally encounters outdoor weather conditions . They may also encounter wet, humid conditions; work with mechanical parts; fumes or airborne particles; and risk of electric shock; while performing the duties of this job.

The noise level in the work environment is usually moderate.

The University of Southern Mississippi
Job Description

JOB TITLE: LAN Technician I

JOB SUMMARY:

Entry level position that assists in the connectivity of desktop workstations and peripherals onto the campus communications network; provides consulting, troubleshooting, product evaluations, training, and documentation; and provides general technical expertise and training to end users in the use of desktop computers. Provides desktop problem resolution at the second level.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

A review of this description has excluded the marginal functions of this job which are incidental to the performance of fundamental job duties. All duties or requirements are essential job functions. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instruction and to perform any other job-related duties requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

- 5% 1. Adheres to University and department policies, procedures, and regulations.

- 20% 2. Acts as a first line of support between the help desk and networking. Assists in the connectivity of desktop workstations and peripherals onto the campus communications network; installs, sets up, maintains, troubleshoots and repairs network hardware and software; documents, tracks, and resolves complex network related issues; performs hardware/software requirement analysis (PC, Macintosh); provides assistance with hardware maintenance for computer equipment and related peripherals; responds to service calls and provides on site maintenance for computer hardware; installs new PC equipment; performs preventative maintenance; assists in resolving network communication problems.

- 10% 3. Provides consulting, troubleshooting, product evaluations, training, and documentation; updates system and application software; trains and supports academic office staff in effective access and use of information technology; and prepares and makes recommendations to end-users as well as acts as liaison to outside vendors in regards to services, hardware, and software.

- 10% 4. Provides general technical expertise (desktop problem resolution) and training to end users in the use of desktop computers (Mac and PC), productivity applications (examples include Word, Excel, Outlook, Internet Explorer), and basic Internet technologies (web authoring, ftp, Telnet) as well as the resolution of common software conflicts, printing, and networking problems. Manages customer service requests to facilitate timely and efficient desktop service. Documents work order progress and project status in the requested format. Assists with the maintenance of

inventory for desktop support assets, including computers, software, and printers. Performs other duties as needed.

- 5% 5. Assists in the establishment and maintenance of university-wide standards for desktop hardware and software, including planning, acquisition and delivery of desktop services and equipment; develops and oversees procedures related to maintenance and upgrades of hardware and software; and drafts and reviews technical and procedural documentation.
- 15% 6. Maintains high customer satisfaction to the desktop environment. Participates in direct face-to-face coordination with the customer.
- 25% 7. Activates network jacks and configures network switches as needed. Create and run patch cables. Manage blocked MAC addresses; conduct wireless site surveys. Assists with DNS entries. Maintains and repairs network hardware systems, devices and interfaces using wire scopes, meters, probes, schematics, diagnostic software and other tools and equipment. Installs, tests and troubleshoots network cable systems and interfaces.
- 5% 8. Maintains and/or increases technical knowledge through coursework, workshops, seminars, readings and cross training with other team members.
- 5% 9. Participates in the Disaster Recovery planning process as it relates to the networking infrastructure.

SUPERVISORY RESPONSIBILITIES:

No supervisory responsibilities are required for this position.

INTERNAL/EXTERNAL RELATIONSHIPS:

Contacts within the University include all University departments, faculty, staff, and students. Contacts outside the University include the vendors and suppliers.

MACHINES, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, AND COMPUTER PROGRAMS

The machines, tools, equipment, electronic devices, and computer programs listed below are representative of those which must be utilized to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Utilizes personal computer or Mac (email, spreadsheets, etc), cable testing and locating equipment, small hand tools essential to terminating data/voice jacks and working with hardware on desktop systems and devices, drills, cable pulling equipment; and common office equipment such as telephones, scissors, stapler, and staple remover.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: This job requires knowledge such as that which would normally be acquired in the first two to three years of college, technical or vocational school in Electronics Technology or Computer Communications or a related field, experience and/or training in desktop operating systems, hardware platforms and software packages, one to three years related and progressively more responsible or expansive work experience in computers, local area networks, and broadband/baseband data communications; or equivalent combination of education and experience.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

OTHER SKILLS AND ABILITIES:

- The ability to function effectively in stressful situations.
- The proven ability and experience to multi-task.
- Telephone customer relations skills and experience.
- Problem diagnosis/analysis experience.

CERTIFICATES, LICENSES, AND REGISTRATIONS:

No special certificates, licenses or registrations are required for this position. MCP, A+, Dell or Apple certifications are a plus.

PHYSICAL DEMANDS:

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.

While performing the duties of this job, the employee is regularly required to talk and hear. The

employee is frequently required to use hands to finger objects, tools, or controls and perform repetitive motions with hands, wrists, or fingers. The employee is occasionally required to crouch; reach with hands and arms; and use hands to grasp objects, tools, or controls.

The employee must regularly lift and/or move 20 to 50 pounds and occasionally lift and/or move 100 pounds. Specific vision abilities required by this job include close, distant, color, and peripheral vision, depth perception, and an ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee regularly encounters outdoor weather conditions and occasionally encounters wet, humid conditions; work with mechanical parts; fumes or airborne particles; and risk of electric shock; while performing the duties of this job.

The noise level in the work environment is usually moderate.

The University of Southern Mississippi
Job Description

JOB TITLE: Audio Services Tech Temp

JOB SUMMARY:

Acts as a resource in a central university information technology administrative unit by participating in planning and supervising a pool of audio support equipment provided on a loan basis to university personal; acts as a university wide resource in multiple information technology area, using state of the industry skills to maintain existing audio equipment, develop and integrate newer audio technologies into Southern Miss and solve technical equipment problems at the level of the classroom and faculty member. Plans the coordination and delivery of audio equipment to faculty, staff and administration; provides support, problem solving and training for instructional technology audio equipment to all university members. Assist in the Interactive Video Network and HVUC Classrooms as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

A review of this description has excluded the marginal functions of this job which are incidental to the performance of fundamental job duties. All duties or requirements are essential job functions. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instruction and to perform any other job-related duties requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

- 5% 1. Adheres to University and department policies, procedures, and regulations.
- 15% 2. Ensures the quality of daily operations in the Audio Services Department. This area acts as a loaner pool of audio equipment, includes the repair and maintenance recommendation for growth and reallocation of resources when needed.
- 25% 3. Assist faculty and departments in the identification of appropriate audio technologies, writing of specifications, product evaluations, price quotations, purchasing equipment, effectiveness of equipment, and training to operate audio systems effectively.
- 20% 4. Serves as a resource for audio technology to the campus to include educational presentations to faculty and staff on applications and proper usage, active involvement with cross unit-teams on projects.
- 25% 5. Maintains current awareness of developing trends in audio technology.
- 5% 6. Ensures accurate inventory records of equipment by assisting when needed.

5% 7. Security camera systems Ionit, Decated Micro Systems. Assisting UPD and Res. Life when needed.

SUPERVISORY RESPONSIBILITIES:

N/A

INTERNAL/EXTERNAL RELATIONSHIPS:

Contacts within the University include Director, Informational Support Services Unit, Chief Information Officer, departments, faculty and staff throughout the University.

Contacts outside the University include vendors of audio technology and some external clients with in the community .

MACHINES, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, AND COMPUTER PROGRAMS

Maintain score-keeping and clock equipment for the Athletics Department in various areas.

Test and repair as needed scoreboards, event clocks, audio equipment, video equipment, intercom equipment, surveillance cameras, and other specialized electronic devices not considered computer equipment.

Set up and operate sound equipment including microphones, equalizers, amplifiers, speakers, etc. for various on and off-campus events.

Maintain and operate existing sound systems in various locations on campus including but not limited to Bennett Auditorium.

Test stats lines and intercom system at baseball field prior to beginning of baseball season.

Utilizes personal computer, software (word processing, electronic mail, web, and spreadsheet program), telephone, calculator, soldering iron, OMH meter, pliers, wrenches, screwdrivers, hammers, and step ladders. Also uses standard office equipment such as stapler, staple remover, and scissors.

COMPUTER SKILLS:

Skill in computer and keyboard use. Skill in using a mouse to make selections on the menu or screen. Basic knowledge and skill of maneuvering with the Microsoft Windows and Macintosh environment. Basic and some intermediate knowledge and skill of Microsoft Word, Excel, Access and Ad-Astra. Basic knowledge of Internet browsers such as Netscape Navigator and Internet Explorer to access web sites. Basic skills and knowledge of using email to send and receive correspondence. Knowledge and skill in incorporating software tools and equipment into office procedures.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Four to ten years related experience and/or training; or equivalent combination of education and experience.

Language Skills: Ability to read analyze and interpret documents, common scientific and technical journals financial reports and legal documents. Ability to respond effectively to common inquires or complaints from customers, regulatory agencies or members of the business community. Ability to effectively present to top management public groups and/or boards of directors of the organization.

Mathematical Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, volume, ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rates, ratio, percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

OTHER SKILLS AND ABILITIES:

- The ability to function effectively in stressful situations.
- The proven ability and experience to multi-task.
- Customer relations skills and experience.
- Problem diagnosis/analysis experience.
- Experience in diverse audio equipment technology systems.

CERTIFICATIONS, LICENSES AND REGISTRATION:

Industry certification is a plus.

PHYSICAL DEMANDS:

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.

While performing the duties of this job, the employee is regularly required to use hands to finger objects, tools or controls; talk or hear; and perform repetitive motions with hands, wrist or fingers.

The employee must regularly lift/move up to 20 pounds, frequently exert force in excess of 50 pound and occasionally exert force in excess of 100 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works near moving mechanical parts and in outdoor conditions. The employee occasionally is exposed to the risk of electrical shock, oils, loud and very loud noises.

The noise level in the working environment is usually moderate.

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The University of Southern Mississippi
Job Description

JOB TITLE: Multimedia Classroom Technician Temp.

JOB SUMMARY:

Serves as technical resource responsible for all phases of the multimedia classrooms. Assists in the coordination of a maintenance program for all multimedia classrooms.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

A review of this description has excluded the marginal functions of this job which are incidental to the performance of fundamental job duties. All duties or requirements are essential job functions. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instruction and to perform any other job-related duties requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

- 5% 1. Adheres to University and department policies, procedures, and regulations.
- 35% 2. Ensures the quality of daily operations in the multimedia classrooms. This area is a multimedia resource and includes assisting with the scheduling of repair maintenance.
- 20% 3. Serves as a point-of-contact for telephone and email access to multimedia classroom services to include taking equipment maintenance requests, and being the first line of support; also routes calls to other resources. Ensures working order or equipment and operates equipment for special campus events. Assists faculty, staff, and departments in the identification of problems related to the multimedia classrooms.
- 20% 4. Maintains current awareness of developing trends in multimedia technology. Tests all equipment before users are trained and allowed to use the classroom.
- 20% 5. Ensures accurate equipment inventory records when called upon.

SUPERVISORY RESPONSIBILITIES:

None required.

INTERNAL/EXTERNAL RELATIONSHIPS:

Contacts within the University include iTech administration, departments, faculty and staff.

Contacts outside the University include the vendors of audio/visual technology and external clients within the community.

MACHINES, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, AND COMPUTER PROGRAMS

The machines, tools, equipment, electronic devices, and computer programs listed below are representative of those which must be utilized to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Tests and evaluates repairs as needed on audio/visual and computer classroom equipment (multimedia). Sets up and operates multimedia equipment including computers, equalizers, amplifiers, speakers, document cameras, DVD/VCR player-recorders, wireless remote controls, data projectors, etc. for various multimedia classrooms. Maintains and operates existing multimedia equipment systems in various locations on campus.

Utilizes personal computer, software (word processing, electronic mail, web, and spreadsheet programs, data projector management and deep freeze software), telephone, calculator, soldering iron, OMH meter, pliers, wrenches, screwdrivers, hammers, and step ladder. Also uses standard office equipment such as stapler, staple remover, and scissors.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Associate's Degree or equivalent from a two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS AND ABILITIES:

Skill in computer and keyboard use. Skill in using a mouse to make selections on the menu or screen. Basic knowledge and skill in maneuvering with the Microsoft Windows and Macintosh

environment. Basic and some intermediate knowledge and skill of Microsoft Word, Excel, Access. Basic knowledge of Internet browsers such as Netscape Navigator and Internet Explorer to access web sites. Basic skills and knowledge of using email to send and receive correspondence. Knowledge and skill in incorporating software tools and equipment into office procedures. Knowledge of imaging of computer hard drives and correcting problems with wireless issues. Trouble shooting of all equipment in multimedia classrooms include, flat screen monitors, DVD/VCR's computers, document cameras, data projectors, sound systems, switchers and distribution amplifiers, audio and video, and other multimedia equipment.

CERTIFICATES, LICENSES, AND REGISTRATIONS:

Certification is a plus. Audio/Video A+, and Computer A+.

PHYSICAL DEMANDS:

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.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to use hands to finger objects, tools, or controls and perform repetitive motions with hands, wrists, or fingers. The employee is occasionally required to crouch; reach with hands and arms; and use hands to grasp objects, tools, or controls.

The employee must occasionally lift and/or move up to 20 to 50 pounds. Specific vision abilities required by this job include close, distant, color, and peripheral vision, depth perception, and an ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee regularly encounters outdoor weather conditions and occasionally encounters wet, humid conditions; work with mechanical parts; fumes or airborne particles; and risk of electric shock; while performing the duties of this job.

The noise level in the work environment is usually moderate.

Project Manager

Overview

Manages the development and implementation of projects/programs to meet business process initiatives, process improvements, product launches, other strategies and objectives. Analyzes existing project management methods to promote effective operations through standardization, improvement, simplification, discontinuance, or other methods. Conducts risk assessments, facilitates communication across operational groups, and ensures compliance with the defined process and/or implementation.

Responsibilities

- Responsibilities will include the following:
- determining the project approach, staffing, responsibilities, and schedule
- defining team member roles and expectations and ensuring timely feedback
- ensuring that project resources are used effectively
- creation and management of project plans, risk mitigation plans, communication plans, resource requirements, project costs and all other project management-related documentation
- ability to take corrective action when any variances occur from plan
- development and/or review of estimates and estimating assumptions for the project's schedule, effort, and cost using established estimating models, best practices, and past experience
- managing relationships and coordinating work between vendors, sub-contractors, and different teams at different locations
- performing day-to-day management of all phases of the project including requirements gathering, design, development, testing, and deployment
- managing the completion of deliverables, as required by the project management methodology, with minimal guidance

- coordinating all project activities with business owners/stakeholders and other support, technical infrastructure, and application teams
- communicating frequently with executive leadership to provide project risk analysis, status, and analysis of requirements that might impact strategic direction
- collaborating closely with the business owners/stakeholders and technical teams to validate detailed requirements, process flows, and data sources
- reviewing and managing all changes to the requirements through a formally defined requirements management process
- measuring and monitoring progress at clearly defined points in the process to ensure that the project is delivered on time, within budget, and that it meets expectations
- managing multiple concurrent projects
- following PMO standards and methodology

Candidate Qualifications

- The qualified candidate will have the following:
- minimum 10 years experience as a Project Manager in information technology and have current PMP certification issued by the Project Management Institute
- experience with the unique issues and needs of a web project
- ability to document and communicate progress against plans
- ability to review project deliverables for completeness, quality, and compliance with established project standards
- ability to manage client relationships and negotiate changes to commitments/requirements
- experience with formal SDLC and business analysis methodologies
- ability to work well with technical and non-technical resources

Business Systems Analyst

Overview

Understands the organizational strategy and develops business cases that define how projects are aligned with this strategy. Estimates the return on investment in proposed projects. Works with internal customers to understand business processes and develop project requirements. Analyzes systems that automate or support business processes and provides recommendations for improvements to processes and services. Manages test planning and execution to ensure that all project requirements are satisfied

Responsibilities

- Responsibilities will include the following:
- developing business cases for proposed projects
- communicating frequently with project managers on requirements that might impact strategic direction
- eliciting requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use case scenarios, business analysis, and workflow analysis.
- collaborating closely with the business owners/stakeholders and technical teams to refine requirements, document process flows, and identify data sources
- reviewing and managing all changes to the requirements through a formally defined requirements management process
- decomposing high-level information into details and abstracting up from low-level information to a general understanding
- distinguishing user requests from the underlying business needs
- proactively communicating and collaborating with external and internal customers to analyze information needs and distinguish user requests from the underlying business needs
- delivering project artifacts as required (Business Cases, Business Requirements, Use Cases, GUI Designs, Test Plans, Test Cases, etc.)
- utilizing enterprise-wide requirements definition processes, requirements management systems and PMO methodologies
- successfully engaging in multiple initiatives simultaneously
- working with users independently to define concepts
- following direction of project managers and providing weekly updates on status of projects

- driving and challenging business units on their assumptions of how they will successfully execute their plans

Candidate Qualifications

The qualified candidate will have the following:

- minimum 10 years experience as a Business Systems Analyst in information technology
- ability to document and communicate progress against plans
- experience with formal SDLC and business analysis methodologies
- ability to work well with technical and non-technical resources
- ability to critically evaluate information gathered from multiple sources
- strong analytical skills, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements
- excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.
- ability to serve as the conduit between the customer community (internal and external customers) and the technical team members responsibility for fulfilling requirements
- ability to develop requirements specifications according to standard templates, using non-technical language.
- ability to collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs
- ability to reconcile conflicts related to differing business needs