Clark Atlanta University
Job Description

<table>
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<tr>
<th>Position Title:</th>
<th>Technical Services Specialist</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Office of Information technology and Communications</td>
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<tr>
<td>Reports To:</td>
<td>Client Services &amp; CQI Manager</td>
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<tr>
<td>Time and Effort</td>
<td>100% (Title III)</td>
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<tr>
<td>Salary Grade</td>
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<td>Hiring Salary Range</td>
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The following statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

**General Function (Description):**

Candidate should have excellent oral and written communication skills with the ability to work well with others in a teamwork environment, as well as the ability to effectively handle multiple problems simultaneously. Tasks must be completed with critical deadlines and produce quality results. Candidate must be proactive in problem-solving, a self-starter, take initiative within boundaries of the position while keeping supervisor informed and must be tireless in his/her efforts to improve the quality of customer service with minimal instruction and supervision. Solid problem-solving work experience with a variety of brand name laptop/desktop pc is required. Must be able to determine technology needs and recommend solutions to meet the needs of students, faculty and staff. Upgrades operating systems and application software. Maintains a high level of technical skills in microcomputer problem-solving and networking services. Identify and implement process improvements. Must possess the ability to prioritize tasks to meet managerial, department, and institutional needs.

**Examples of Duties and Responsibilities:**

- Assures that products for installation are available and operative;
- Schedules installation in a timely manner;
- Completes installations with minimum disruption to the customer;
- Migrate old data from existing system to new systems as required;
- Test and install new products;
- Research, install and test software updates and patches to support applications and various operating systems;
- Install and recover desktops in a timely manner and with minimal disruption through reimaging;
- Implement and administer Anti-virus software;
- Strong PC & Network troubleshooting skills and ability to resolve basic to advanced hardware,
software, and connectivity problems in a timely manner;
• Ability to deal effectively with all levels of staff on issues of varying complexity; exercises good judgment and flexibility in responses;
• Ability to develop, as well as follow policies, processes, and procedures quickly;
• Ability to apply new technical information (including processes/procedures).
• Assists in documenting processes and procedures
• Works with IT staff to advance strategic technology initiatives and the goals of the school
• Communicates status, timelines, and resolution of problems in a timely fashion using the IT ticketing system

Knowledge, Skills and Abilities

• Experience with supporting Mac OS X, Windows, iOS, Microsoft Office, and a variety of software applications.
• Perform administrative user account creation and repair corrupt user profiles. Deployment and Migration of users through Windows full product path, MS Office 2007 and later.
• Expert-level knowledge of Ethernet, TCP/IP, and other common networking technologies

Minimum Hiring Standards

<table>
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<tr>
<th>Education</th>
<th>BS Degree in Computer Science, Information Technology or equivalent knowledge via job experience</th>
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<tr>
<td>Years of Experience Required</td>
<td>Two to four years of industry standard Computer Science, Information Technology.</td>
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<td>Years of Management/Supervisor Experience</td>
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