

The University of Akron  
**Classification Specification**

<b>Job Title:</b>	Technology Specialist	<b>Job Code:</b>	T43457
<b>Job Function:</b>	Staff	<b>Grade:</b>	217
<b>Job Family:</b>	Classified	<b>FLSA:</b>	Non-Exempt
<b>SOC Description:</b>	3000 Information Technology Division	<b>Date:</b>	1/12;8/08

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**Job Summary:**

Project team member as required for technology projects that benefit students, departments, colleges or the entire campus. Responsible for maintaining the technological direction of the computing environment as established by management, while ensuring continued technology security, performance and stability. Provided technology assistance to campus community.

**Essential Functions:**

50% Perform Level 1 and Level 2 computer support to the campus community; departments, faculty, staff, and students. Administration of enterprise managed computer hardware and software for academic and administrative offices, computer labs; including general purpose, departmental, and wireless mobile teaching environments. Respond to, troubleshoot and correct faculty and/or staff computer and technology problems. Manage and administer security administration for network access and accounts management, network shares for networked technology.

20% Project team member as required for major projects as assigned by management. Such projects affect the technology for all students, faculty, staff, and administration. Supervise Level 1 and or Level 2 support personnel as required by the project management function.

20% Assist departments in evaluating their technology needs and develop technology solutions (hardware and software) to meet their academic mission. Evaluate new and existing products to provide recommendations for software or hardware upgrades. Recommend configuration and specification changes necessary to meet faculty teaching requirements. Maintain and upgrade software and computer hardware as needed.

5% Develop policies, procedures, standards, and end user technical instructions for enterprise managed computers and software. Collaborate with departmental computer support staff to provide planning, installation and maintenance of hardware and software that maintains University standards

5% Maintain knowledge of technology advancements in hardware and software for the purpose of sharing information with the campus technology community and promoting professional improvement

**Education:**

Requires 18 months of education or training beyond high school.

**Licenses/Certifications/Requirements:**

None.

**Experience:**

Requires a minimum of 2 years experience in support of personal computer technology including use of operating systems, software applications, hardware and networking both Ethernet and wireless. Knowledge of current computer technology, good problem solving skills, and good communications both written and oral required. Ability to adapt to new computer technology, perform various troubleshooting and project management functions required

**Leadership:**

Functional guidance over nonexempt staff including general scheduling, assigning tasks and monitoring work activities.

**Physical Requirements:**

Moderate physical effort required involving long periods of standing, walking on rough surfaces, bending and/or stooping; periodic lifting of moderately heavy items (over 25 lbs. -- 50 lbs.).

**Working Conditions:**

Standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions and/or minor heating/cooling or ventilation problems. Near continuous use (>70% of the time) of a video display terminal.

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The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.