

The University of Akron
Classification Specification

Job Title: Lead Technology Specialist
Job Function: Staff
Job Family: Classified
SOC Description: 3000 Information Services Division

Job Code: T43459
Grade: 221
FLSA: Non-Exempt
Date: 12/13/06

Job Summary:

Supervise a technology team consisting of Level 1 and Level 2 technicians along with student assistants to provide information technology support to a college or department. Coordinate with a college or department to identify the technical direction, the technology requirements, and the implementation plan to meet the academic mission. Provides Level 2 computer support to the campus community by directing, installing and maintaining computer hardware and software.

Essential Functions:

25% Function as project leader or team leader as required for major projects as assigned by management. Such projects affect the technology for all students, faculty, staff and administrative personnel, for the campus community, a college or a specific department.

25% Provide Level 2 & 3 support, counsel, and guidance for departmental technicians and student assistants utilizing professional skills and knowledge, while adhering to University policies, procedures and copyright provisions and regulations. Review work decisions and policies and provide insight and options. Develop installation, maintenance and repair procedures and documentation used by faculty, staff, students and departmental technicians.

20% Install enterprise managed networked and desktop computer hardware and software. Respond to, troubleshoot, and correct faculty and/or staff computer problems. Recommend hardware and software upgrades. Provide technical assistance to departments, faculty, staff and students. Manage and administrate security access administration for faculty and staff network accounts, network file shares and network printers.

20% Assist departments in evaluating their technology needs and developing solutions that will meet their needs. Evaluate new and existing products to make recommendations for software or hardware upgrades. Consult with end users and outside vendors to assist in the process of selecting and acquiring network software and hardware.

10% Maintain knowledge of new computer technology and advancements in hardware and software.

Education:

Requires a relevant Bachelor's Degree.

Licenses/Certifications/Requirements:

None.

Experience:

Requires a minimum of 4 years experience in personal computer support including the use of operating systems, software applications, hardware and networking both the Ethernet and wireless. Highly developed computer knowledge, strong communication skills, knowledge of general office procedures, organizational, technical writing and troubleshooting skills required. Ability to readily adapt to new technology, conduct personal research and perform installation procedures 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.

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.