

The University of Akron
Classification Specification

Job Title:	Lead Computer Support - Law	Job Code:	43444
Job Function:	Staff	Grade:	119
Job Family:	Classified	FLSA:	Non-Exempt
SOC Description:	3000 Information Technology	Date:	5/11

Job Summary:

Function as information technology lead for the School of Law. Direct work flow and provide day to day direction for the information technology staff and student assistants. Coordinate computer labs to promote maximum utilization by students and faculty. Maintain equipment, software, supplies and establish work schedules.

Essential Functions:

45% Provide technical and operational assistance to students, faculty and staff demonstrating media equipment and supplying hardware and software support. Maintain Law School specific systems including servers, desktops and laptops.

25% Direct work flow and provide day to day direction for IT staff and student assistants. Provide training and instruction to IT staff and student assistants. Supervise computer labs and establishes student work schedules and ensures employee coverage for day and evening hours.

15% Participate in University-wide committees and functions as the liaison between Information Technology department and School of Law.

15% Research, select and purchase new equipment including installing and planning new software and networks. Maintain, repair, and upgrade existing networks, labs and faculty/staff computers.

Education:

Requires a relevant Associate Degree.

Licenses/Certifications/Requirements:

None.

Experience:

Requires a minimum 4 years experience in maintaining systems, servers, networks, and application software/hardware. Advanced computer knowledge, and a familiarity with media equipment required. Ability to train users, troubleshoot and resolve problems required. Strong customer services skills required. Supervisory experience preferred.

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.