

**Job Title:** Systems Programmer I – Windows Support Specialist

**Department:** Technology Support Services (TSS)

**Supervisor:** Technology Support Services Manager

**Date:** April 2007

**Updated:** April 2008

**A. PURPOSE OF THE JOB:**

To analyze, test, implement, and maintain computer software that includes Microsoft software. This position also administers network server hardware, Windows Server software, and server applications for the faculty and staff of Texas A&M University - Corpus Christi (TAMU-CC).

**B. DUTIES:**

This position requires a broad base of technical skills. Most duties are related to testing, implementing, and maintaining computer software necessary to support faculty and staff. The incumbent works under moderate supervision with extensive latitude for the use of initiative and independent judgment.

1. Major Duties:

- a. Incumbent is responsible for testing, supporting, and implementing computer software resources for TAMU-CC,
- b. Provides consultative technical and training services to administrators, staff, and faculty on system software applications, capabilities, limitations, and techniques,
- c. Researches, identifies, tests, evaluates, and recommends state of the art applications software, software operating systems, and computer hardware,
- d. Analyzes and diagnoses computer networks, operating systems, and application software problems utilizing hardware and software troubleshooting tools and techniques,
- e. Documents repairs and solutions using help desk software,

- f. Oversees the operation of several Windows 2003 servers and client server applications,
  - g. Investigates connectivity problems between Windows, other operating systems, network operating systems, and
  - h. Provides support for PDAs and smartphones accessing OTA email.
2. Occasional and subordinate duties: The incumbent is required to perform various operational duties such as:
- a. Maintaining electronic hardware,
  - b. Performing routine virus eradication,
  - c. Assisting users having problems with use of system software,
  - d. Reviewing technical bulletins and determining a course of action based upon available information,
  - e. Supervising assistant support staff,
  - f. Developing and writing easy-to-follow descriptions of steps taken to implement new software,
  - g. Assisting in planning, designing, and implementing disaster recovery, data security responsibilities, and procedures,
  - h. Consulting with vendors to resolve problems beyond the scope of normal support, and
  - i. Supervising, managing, coordinating, performing and following up on routine, advanced, and specialized installations, testing, maintenance, modifications, and troubleshooting on computer operating system programs, software, and network supported software.

**C. KNOWLEDGE AND SKILLS:**

- 1. Required education: a Bachelor's Degree in Computer Science or related field along with four to six years of related experience in computer

systems analysis, computer programming, operating systems, or application support will be considered.

2. Skills required:

- a. Knowledge of the principles, practices, procedures, and techniques of supported software applications, operating systems, and equipment,
- b. Familiarity with Local Area Network (LAN) topology, protocols, software, hardware, and terminology including; network security, communications with remote installations, and modem communications,
- c. Ability to thrive without close supervision, exercise independent judgment, and confidentiality in completing tasks,
- d. Working knowledge of the University's current systems and applications,
- e. Ability to interpret technical information relating to computer operations and data processing,
- f. Knowledge of PC/Mac computer hardware, peripherals, and operating systems, including Windows, MAC OS, and UNIX,
- g. Knowledge of PDA and Smartphone hardware and software including operating systems and software applications,
- h. Ability to research, analyze, and assimilate new operating techniques and technologies,
- i. Ability to install and configure software on IBM compatible computers, and
- j. Skill in navigating World Wide Web browsers and other Internet programs.

**D. FISCAL RESPONSIBILITY:**

N/A

**E. APPLICATION OF KNOWLEDGE AND SKILLS:**

The most creative aspects of the job relate to duties such as server management, troubleshooting and testing of new hardware and software.

General issues to be dealt with are the basic functions related to assuring quality computer support to meet the demands of faculty, staff, and administration. Most issues are resolved quickly and efficiently. Solutions are ascertained as the result of job experience, consultation with appropriate vendors, or researching the issue.

**F. SUPERVISION:**

1. The incumbent is supervised by the Technology Support Services Manager and is governed by all rules, regulations, and laws relating to the operation of a state funded department. Additionally, policies of the University and the Department of Media, Computer, and Telecommunications Services govern and are enforced by the incumbent.
2. Supervision given others: the incumbent directly supervises student assistants and supervision given is both direct and advisory.

**G. EXTENT OF PUBLIC CONTACT:**

1. Daily contact: all members of the University community and with students, faculty, and staff.
2. Occasional contact outside the University: occurs with a wide variety of non-University personnel and typical contacts include a variety of vendors, personnel from other state agencies, and schools.