

JOB INFORMATION

Effective Date	9/20/2023
Job Code:	3975
Job Title:	Computing Coordinator I
Salary Grade/Structure:	170 - Support Staff
Career Level Name:	
FLSA Name:	Non-Exempt
EEO Code:	30-Professional Non-Faculty
Job Function:	Information Technology
Job Family:	IT Support
Job Summary	The Computing Coordinator I provides on-site and remote desktop technical assistance to faculty, staff, and students including the setting up of computer hardware, installing and upgrading software, and troubleshooting basic to complex IT Issues. Establishes a working knowledge of the University’s network to troubleshoot network connectivity, communicates technical solutions and provides one-on-one end user basic training as needed. Conducts software and hardware inventory database maintenance, and performs work as established by the Office of Information Technology guidelines.

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/Preferred	
Associate's Degree	College coursework hours toward an associate's degree in Computer Science, Information Systems, or related field.	Required	
Associate's Degree	Degree in Computer Science, Information Systems or a related field.	Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
Less than 3 yrs	Minimum one year of working experience with software and hardware support for PC's and Macintosh including peripherals, operating systems, and, diagnostic software. Basic knowledge of networking.	Required	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
	CompTIA A+ certification is required within 18 months of hiring.		Required	
	CompTIA A+, Microsoft Certified Solutions Associate (MSSA): Windows 7/8/10, Apple Certified Macintosh Technician (ACMT).		Preferred	

Knowledge, Skills and Abilities

KSAs	Proficiency
• Working knowledge and the ability to diagnose and repair computer technology.	Proficient
• Knowledge of networking.	Basic
• Ability to effectively use and operate PC and Apple Computers and multiplatform operating systems.	Basic
• Ability to use all Microsoft Office Applications.	Basic
• Must be able to interact with users in a service-oriented manner.	Proficient
• Ability to conduct technical training.	Basic
• Prioritize tasks, follow policies and procedures, meet deadlines and handle multiple projects.	Basic

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
• Schedules office visits, and troubleshoot hardware/software/networking problems. Diagnose, research, and correct issues, including the detection and elimination of computer viruses. Provide overall coordination, control, and support of departmental faculty and staff office computers, lab and classroom support, required software and associated network connections. Responsible for maintaining department's desktop computer hardware inventory in accordance with university policies and procedures by utilizing OIT's Ticketing System. Responsible for tracking work requests using OIT Ticketing System and completes promptly.	50%
• Install operating systems on PC and Apple computers. Configure and install software applications, workgroups, network, and all peripherals as specified on the client interview form. Review interview forms, assessing users' computer needs and resolve questions before beginning installs. Set up and configure applications, email, Internet access, networked and local printers, files shares, and peripherals according to OIT guidelines. Train users on how to ensure their data is being backed up properly. Ensure all problems are resolved before leaving client area.	40%
• Participates in departmental technology-based meetings and provides input for requested strategies and initiatives. Must be able to communicate problems to Supervisor that impact the user community. Functional knowledge in imaging, administration tools, and other databases used by Technical Services. Provides assistance to Technical Services Leadership in the receiving and distribution of new department hardware and software as it arrives to OIT.	5%
• Other related duties as assigned.	5%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No

Pulmonary Function Test:	No
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PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description