**Computer Maintenance Technician I Standard Job Description**

**Classification Title:** Computer Maintenance Technician I

**FLSA Exemption Status:** Non-Exempt

**Pay Grade:** 64

**Job Description Summary:**

The Computer Maintenance Technician I assists in troubleshooting, repairing, and maintaining computer related equipment such as PC, monitors, printers, and other attached devices.

**Essential Duties and Tasks:**

**40% Equipment Maintenance and Troubleshooting**

* Assists in troubleshooting, repairing, and maintaining computer-related equipment such as PCs, monitors, printers, and other attached devices.
* Assists users with day-to-day problems such as locked-out accounts, resetting passwords, and printing issues.
* Makes network patch cables and activates needed connections.
* Assists in phone moves and name changes on the phone system.

**20% Documentation and Inventory Management**

* Ensures documentation and forms are current and submitted to the local inventory manager.
* Assists in the process of items slated to go to surplus, including utilizing parts from similar machines and removing or formatting hard drives.
* Maintains documentation of hardware, software, and service agreements for core network services.
* Maintains documentation for user account creation and deletion for local services.
* Maintains current software licensing documentation.
* Maintains documentation of network layout and building maps.
* Maintains databases on the local shared drive for resource scheduling and travel.

**10% Coordination of Audio-Visual Equipment**

* Coordinates video conferencing and video projection equipment in meeting rooms.
* Maintains teleconference documentation for proper payment of phone charges.

**10% User Support and Resource Management**

* Maintains employee information on the local shared drive, website, and online employee directory.
* Assists in the overall management of resources to enhance operational efficiency.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* Associate degree in electronics technology, or certificate of advanced electronics technology training, or any equivalent combination of education and experience.
* Four months (1 semester) of student worker and/or customer service experience.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Knowledge of computers.
* Skills in troubleshooting computer equipment.
* Ability to proactively identify and suggest improved hardware and software solutions.
* Ability to work as a team and deliver excellent customer service.
* Ability to multitask and work cooperatively with others.

**Machines and Equipment:**

* Computer: 30 hours
* Phone: 5 hours

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This role may require working outside of standard office hours, including evenings, weekends, and holidays, to support the demands of technology services and ensure the seamless operation of essential systems.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

**Yes**

**No**

**Does this classification have the ability to work from an alternative work location?**

**Yes**

**No**