**Computer Maintenance Technician II Standard Job Description**

**Classification Title:** Computer Maintenance Technician II

**FLSA Exemption Status:** Non-Exempt

**Pay Grade:** 65

**Job Description Summary:**

The Computer Maintenance Technician II troubleshoots, repairs, and maintains routine computer related equipment such as PC, monitors, printers, and other attached devices.

**Essential Duties and Tasks:**

**25% Technical Support and Maintenance**

* Troubleshoots, repairs, and maintains computer equipment.
* Updates ticket information.
* Assists with desktop deployment projects.
* Works with vendor tech support.

**25% Inventory Management and Asset Tracking**

* Ensures documentation/forms are kept current.
* Assists with the surplus process.
* Provides project status reports.
* Maintains documentation on hardware, software, and service agreements.

**20% Network and System Administration**

* Maintains documentation for user account creation/deletion, software licensing, network layout, building maps, etc.
* Maintains databases for resource scheduling and travel.
* Maintains employee information on local shared drives, websites, and online employee directories.

**10% Training and Professional Development**

* Participates in training opportunities.

**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 relevant field or equivalent combination of education and experience.
* Two years of related Information Technology 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**

[x]  **No**

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

[ ]  **Yes**

[x]  **No**