



Job Specification

Job Title: PC Systems Specialist, Intermediate
BCAT Code: 603X CL
Pay Grade: G14

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Non-Exempt

General Description

Provides professional level computer support to faculty and staff, for instruction, research, and administration. This support includes the installation, maintenance, and troubleshooting of computer hardware and software.

Examples of Duties

- Installs, maintains, troubleshoots, and diagnoses PCs and/or MACs.
- Upgrades PCs and/or MACs hardware and software.
- Consults and provides service support to users of PCs and/or MACs.
- Documents maintenance conducted on PC and/or MAC hardware and software.
- Attends self-development training sessions.
- Configures PC and/or MAC hardware and software as needed.
- Maintains inventory of database or property control of PCs and/or MACs.
- Trains and orients users of PCs and/or MACs software or hardware.
- Conducts PCs and/or MACs imaging utilizing imaging software.
- Performs other professional level specialist duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of computer maintenance, installation, and troubleshooting, practices and equipment.
- Knowledge of integrated systems and some event driven programming.
- Knowledge of Windows 2000 & XP, Banner, Spectrum, Unix, and an understanding of client/server computing.
- Ability to multi-task and use independent judgment.
- Effective time management, customer service, analytical, and organizational skills.
- Ability to communicate effectively verbally and in writing.

Minimum GSU Hiring Standards

Bachelor's degree and two years of related experience; or a combination of education and experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.