



**Job Specification**

**Job Title: PC Systems Specialist, Lead**  
**BCAT Code: 463X AG**  
**Pay Grade: G16**

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

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**General Description**

Provides advanced 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**

- Guides the installation, maintenance, troubleshooting, and diagnoses of 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.
- Coordinates the configuration of PCs and/or MAC hardware and software as needed.
- Coordinates the maintenance of database inventory 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 advanced 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, supervise, 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 three 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.*