

**HOWARD UNIVERSITY**  
**Position Description**

<b>POSITION TITLE:</b>	Computer Support Technician	<b>SALARY GRADE:</b>	HU-10
<b>DATE REVISED:</b>	December 1, 2014	<b>EEO CODE:</b>	03
<b>JOB CODE:</b>	2703	<b>FLSA STATUS:</b>	Exempt
<b>BARGAINING UNIT:</b>	N/A		

<b>DEPARTMENT:</b>	<b>POSITION NO:</b>
<b>REPORTS TO:</b>	<b>GRANT:</b> <input type="checkbox"/> No <input type="checkbox"/> Yes

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**BASIC FUNCTION:** Under general supervision, the incumbent will perform information technology duties and functions, of varying responsibility, complexity and variety to provide assistance to students, faculty and staff with computer software and hardware.

**SUPERVISORY ACCOUNTABILITY:** Involves no responsibility or authority for the direction of others.

**NATURE AND SCOPE:** Internal contacts include administrators, faculty, students and staff of the department and University. External contacts include vendors, visitors and general public.

**PRINCIPAL ACCOUNTABILITIES:**

- Manages and maintain servers and workstations.
- Installs, configures and troubleshoots intranet and network infrastructure components.
- Installs and maintains hardware and peripheral components such as monitors, keyboards, printers,
- Install and manage approved software packages such as operating systems, word processing, spreadsheet or other professional programs unto servers, laptops and workstations.
- Serve in a helpdesk capacity for faculty and students.
- Provide training and instruction to faculty, staff and student on the usage of equipment.
- Assists users with multimedia presentations and equipment.
- Report major networking and equipment problems to the Howard University's information systems department.
- Communicate with equipment vendors regarding maintenance contracts and upgrade projects.
- Performs other related duties as assigned.

**CORE COMPETENCIES:** Knowledge of Windows Server environment, hardware maintenance and network management.

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Experience using Desktop Operating Systems (XP, Vista, LINUX, and OS/X).

Knowledge of Web Technology and database administration.

Familiar with Smart Board technology and able to provide computer demonstrations and configure notebooks.

Ability to train others in the use of equipment and software.

Ability to communicate effectively within a diverse population.

Ability to read and interpret technical documentation.

Ability to organize work efficiently and provide a high level of customer service and professionalism.

**MINIMUM  
REQUIREMENTS:**

Bachelor's Degree and 1-3 years of related work experience. 8 years of related work experience may be substituted in lieu of educational qualifications.

Note: This position description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The university has the right to revise this position description at any time. This position description is not be construed as a contract for employment.

**SIGNATURES REQUIRED:**

**SIGNED BY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_  
Department Manager/Supervisor

**CERTIFIED BY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_  
Department of Compensation & Performance Management