



Administrative

1. Serve as departmental LANTech as outlined by Enterprise Technology Services & Support (ETSS) Client Services
2. Participate in ETSS LANTech meetings, Division Tech Staff meetings as necessary
3. Assist departments in Business Continuity and Disaster Recovery planning as needed
4. Provide assistance in the procurement of hardware and software through research and recommendations
5. Prepare, submit, and update inventory reports for hardware/software licensing (including operating systems)
6. Manage department's user accounts (create, modify, delete)

Technical

1. Install, configure, and upgrade hardware and software for users to meet or exceed university standards (desktop, laptop and handheld computers, external memory, mobile phones, cameras, projectors and other devices)
2. Assist users with installing and using software (operating system, productivity, enterprise, and custom software)
3. Perform periodic maintenance checks on computers and equipment
4. Perform and/or schedule all warranty/repair work
5. Obtain replacement parts, as needed (either by purchase or warranty return)
6. Remove/clean up all viruses from computers
7. Clean up all compromised/hacked computers
8. Provide basic troubleshooting (application compatibility; connectivity; hardware malfunction, etc.)
9. Develop, modify, and/or customize simple applications for the users
10. Reconfigure workstation and reinstall custom applications if workstation operating system is re-installed
11. Troubleshoot hardware issues
12. Troubleshoot printer malfunctions and provide printer support
13. Assist users with disconnection, reconnection, and relocation of computers and peripherals
14. Create and maintain driver and recovery disks for every workstation
15. Provide or coordinate backup of any local hard drives
16. Prepare hardware for surplus
17. Use Remedy to track projects and help calls

Informational

1. Communicate and maintain Division and University policies and procedures
2. Communicate technical updates to users (viruses, outages, etc)
3. Identify users' issues; communicate these issues to others (University Help Desk, ETSS, others) as needed
4. Subscribe to listservs related to Tech Coordinator duties
5. Identify potential hardware and software to meet user needs
6. Analyze computer equipment to ensure that equipment is appropriate for the types of applications used
7. Provide (or coordinate) initial orientation training for staff in the use of hardware and software packages (basics)
8. Provide (or coordinate) ongoing training ("how-to" support) for staff in the use of software packages, particularly new applications or changes to existing applications and new hardware
9. Educate all users on computer use regulations at the university
10. Provide ongoing security awareness to users
11. Monitor system updates from various technology groups

Professional Development

1. Maintain a clear understanding of the Division of Student Affairs goals and practice proper policies and procedures
2. Be knowledgeable of all software supported by ETSS
3. Be knowledgeable and experienced with a variety of platforms, hardware installation, maintenance, and repair
4. Be knowledgeable of University policies, rules and regulations and industry best practices
5. Learn, and teach, new hardware and software products to units
6. Learn and assist in basic technical functions
7. Participate in Division and University workshops as needed for on-going professional development