

TITLE: <u>Technical Support Assistant</u>	SALARY SCHEDULE: <u>Staff</u>	CLASS CODE: <u>SA557</u>
UNION: <u>Staff Association - Local 2071, U.A.W.</u>	SALARY GRADE: <u>11</u>	EEO CODE: <u>50</u>
	FLSA: <u>Non-Exempt</u>	E-CLASS: <u>SA</u>

POSITION PURPOSE

Perform technical procedures in the design, modification and maintenance of complex electronic instrumentation, video and computer equipment to support the teaching and research activities for a School and/or College at the University. Work routines requires some specialized technical knowledge of electronic equipment, computer component servicing and video production techniques.

ESSENTIAL JOB FUNCTIONS

- Design, modify and maintain a variety of complex electronic instrumentation used for teaching and research purposes. Install, repair, test, calibrate and troubleshoot electronic equipment and apparatus; interact with users to identify problems and service appropriately.
- Participate in video production activities. Maintain, set-up and coordinate activities necessary to product video-taped lecturers and demonstrations. Perform specialized technical procedures required for the editing of laboratory video modules and other video production services.
- Conduct computer hardware and software servicing. Provide computer application programming support for assigned area.
- Maintain and monitor equipment inventory. Contact vendors to obtain price quotations and availability of parts for special teaching and research materials. Identify, tag and inventory all electronic parts and components; maintain appropriate records.
- Prepare and maintain various activity reports and records. Identify and report areas of equipment servicing, upgrade and/or acquisitions.
- Instruct others in the use and maintenance of electronic equipment, policies and procedures. Train in appropriate technical methods and procedures. Review and resolve problems as they arise.
- May serve as building coordinator for assigned area. Monitor safety and security standards of work area. Attend meetings; maintain appropriate records for buildings security, environmental and safety conditions. Facilitate varied projects for immediate supervisor.
- Perform related work as assigned.

THIS DESCRIPTION IS INTENDED TO INDICATE THE KINDS OF TASKS AND LEVELS OF WORK DIFFICULTY THAT WILL BE REQUIRED OF POSITIONS THAT WILL BE GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE. IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT AND CONTROL THE WORK OF EMPLOYEES UNDER THEIR SUPERVISION. THE USE OF A PARTICULAR EXPRESSION OR ILLUSTRATION DESCRIBING DUTIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF SIMILAR KIND OR LEVEL OF DIFFICULTY.

ADDITIONAL COMMENTS

This classification level is designed to provide some specialized technical knowledge of and experience in the areas of electronic technology, computer component servicing and application programming as well as video production techniques to support teaching and research activities. Incumbents have latitude to determine the appropriate procedures and techniques to follow or to search for solutions or new applications to achieve the required job results. Work activities demand a keen attention to detail and the ability to handle a wide array of work assignments. This classification is generally assigned to a School and/or College at the University. This classification reports to and receives work direction from an academic professional or a management level position.

MINIMUM QUALIFICATIONS

- High school graduate or equivalent combination of education and/or experience. Associates degree in electronics technology.
- Considerable experience in electronic design, modification, repair, diagnostics and maintenance.
- Ability to operate electronic repair and calibration equipment.
- Extensive knowledge of and experience using a variety of complex circuitry and electronic equipment.
- Considerable experience in computer component servicing and application programming.
- Considerable experience in video-tape production and editing.
- Ability to communicate effectively with others.
- Typically, incumbents have held lower level Electronic Technician positions.