University of Central Florida
Class Specification
Administrative and Professional

Director Computer Store and PC Labs

Job Code: 2542
Collective Bargaining Status: Out-of-Unit
Effective Date: 05/02/08

Description
Report to the university Chief Technology Officer.

Serve as the top administrator for enterprise hardware and software
purchases, repair and post sales service support, and PC labs.

Direct the university computer store, the PC repair shop, and the PC labs.

Negotiate purchasing contracts and warranties with vendors on behalf of
the University.

Responsible for all hardware and software inventories for the University.

Serve as the university representative for these functional areas.

Confer with administrative and academic administrators to improve and
maintain optimum performance of these functional areas.

Develop and administer policies and procedures for these functional areas.

Ensure all goals and objectives are achieved by both technical and
management staff for these functional areas.

Minimum Qualifications
Bachelor's degree and six years of information technology experience.

University of Central Florida
Class Specification
Administrative and Professional

<u>Help Desk Manager</u>

Job Code: 2540
Collective Bargaining Status: Out-of-Unit
Effective Date: 05/02/08

<u>Description</u>
Manage the help desk and its services in Computer Services for the
University.

Coordinate the identification, prioritization, and resolution of reported
hardware and software problems from university end users.

Supervise help desk staff.

Work with university departments to determine help desk requirements and
services.

<u>Minimum Qualifications</u>
Bachelor's degree and five years of information technology experience.

University of Central Florida
Class Specification
Administrative and Professional

PC Support Manager

Job Code: 2541
Collective Bargaining Status: Out-of-Unit
Effective Date: 05/02/08

Description
Manage the UCF personal computer (PC) Service Center.

Supervise computer repair technicians who repair and upgrade university PCs and resolve software problems.

Receive and resolve customer service complaints regarding PC purchases and upgrades.

Work with software vendors to integrate software with university PCs.

Oversee PC and desktop maintenance contracts for the University.

Minimum Qualifications
Bachelor's degree and five years of information technology experience.

University of Central Florida
Class Specification
Administrative and Professional

End User Computing Specialist Senior

Job Code: 2538
Collective Bargaining Status: Out-of-Unit
Effective Date: 05/02/08

Description
Troubleshoot complex hardware and software problems.

Oversee end user training for a college or division.

Test and evaluate new hardware and software for purchase.

Responsible for ensuring all division or college hardware and software is protected from viruses.

Act as technical lead over intermediate level End User Computing Specialists.

May perform or assist in other information technology functions.

Minimum Qualifications
Bachelor's degree and two years of information technology experience.

University of Central Florida
Class Specification
Administrative and Professional

End User Computing Specialist

Job Code: 2539
Collective Bargaining Status: Out-of-Unit
Effective Date: 05/02/08

Description
Assist end users with hardware and software problems and questions.

Install hardware and software.

Troubleshoot hardware and software problems.

Coordinate reconnections to networks for end users.

Train end users in the use of new hardware and software.

May perform or assist in other information technology functions.

Minimum Qualifications
Bachelor's degree and one year of information technology experience.

University of Central Florida
Class Specification
Administrative and Professional

<u>End User Computing Specialist Assistant</u>

Job Code: 2537
Collective Bargaining Status: Out-of-Unit
Effective Date: 05/02/08

<u>Description</u>
Under direct technical guidance, assist end users with hardware and software problems and questions.

Install hardware and software.

Troubleshoot basic and routine hardware and software problems.

May assist in other information technology functions.

<u>Minimum Qualifications</u>
Bachelor's degree.