General Description
Manages the computer support for faculty and staff in instruction, research, and administration, such as installing, maintaining, and troubleshooting computer hardware and software.

Examples of Duties
- Guides the installation, maintenance, troubleshooting, and diagnoses of PCs and/or MACs.
- Manages the upgrade process of PC and/or MAC hardware and software.
- Manages the computer support to users of PCs and/or MACs.
- Documents the maintenance conducted on PC and/or MAC hardware and software.
- Coordinates and attends professional development training sessions.
- Manages the configuration of PC and/or MAC hardware and software as needed.
- Manages the maintenance of the inventory database or property control of PCs and/or MACs.
- Coordinates the training and orientation of users of PCs and/or MACs software or hardware.
- Installs the PC and/or MAC imaging software.
- Performs other managerial 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, Banner, Spectrum, Unix, and an understanding of client and server computing.
- Effective time management, customer service, analytical, and organizational skills.
- Ability to multi-task, supervise, and use independent judgment.
- Ability to communicate effectively verbally and in writing.

Minimum GSU Hiring Standards
Bachelor’s degree and four years of related experience; or a combination of education and related 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.