General Description
Provides entry-level computer support to faculty and staff for instruction, research, and administration.

Examples of Duties
- Assists in installing, maintaining, troubleshooting, and diagnosing PCs and/or MACs.
- Assists in upgrading PC and/or MAC hardware and software.
- Assists in configuring PC and/or MAC hardware and software as needed.
- Provides service support to users of PCs and/or MACs.
- Documents the maintenance conducted on PC and/or MAC hardware and software.
- Attends professional development training sessions.
- Maintains the inventory database or property control of PCs and/or MACs.
- Performs other entry-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 and use independent judgment.
- Ability to communicate effectively verbally and in writing.

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