Georgia State University

Job Specification

Job Title: Computer Services Assistant

BCAT Code: 09VX09  Effective Date: April 1, 2007
Pay Grade: G08    FLSA Status: Non-Exempt    Revision Date: July 1, 2013

General Description
Performs entry-level technical work installing microcomputer hardware and software. Assists faculty, staff and students in the use of mainframe and microcomputer systems.

Examples of Duties
- Installs or assists in installing computer hardware or software; instructs the user in the proper use of equipment or software.
- Manages mainframe IDs for individuals and classes.
- Installs software onto the mainframe.
- Provides technical assistance and training to faculty, staff and students in the use of software and hardware.
- Tests new software to determine the appropriateness for users.
- Assists departments in their purchasing decisions.
- Observes the system to verify the correct system operation.
- Replaces defective or inadequate software or hardware.
- Refers complex questions to higher-level specialists.
- May design and create computer graphics and other illustrations appropriate for manuscripts published by Georgia State University (GSU) faculty.
- Performs administrative tasks, such as record keeping, and other related duties.

Knowledge, Skills and Abilities
- Knowledge of basic computer care and usage.
- Knowledge of existing software packages.
- Effective time management skills.
- Effective oral and written communication skills.
- Ability to lift heavy objects such as computers.

Minimum GSU Hiring Standards
High school diploma or GED and one year experience working with computer software packages and equipment; or a combination of training 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.

Office of Human Resources
Classification Section