Georgia State University

Job Specification

Job Title: PantherCard Administrator

BCAT Code: 09OX39
Pay Grade: G14

Effective Date: April 1, 2007
Revision Date: June 1, 2011

General Description
Acts as a liaison between the card office and all user groups and Information Systems and Technology (IS&T) personnel.

Examples of Duties
- Operates the campus wide ID system program to update the cardholder database.
- Enters new cardholder records; resets balances; assigns and revokes privileges.
- Produces cards for student, staff, faculty, and all other cardholders by operating the computerized video imaging equipment and imaging database.
- Resolves complex customer service and technical issues as required.
- Develops and implements training programs as required.
- Develops marketing programs and initiatives to successfully get all members of the GSU community re-carded.
- Develops ongoing programs to card all new entrants into the campus community.
- Maintains an inventory record of all card system equipment and a log of all equipment problems and failures.
- Contacts the appropriate vendors and University offices to report and follow up on problems.
- Develops procedures for security access monitoring and equipment installation, maintenance and replacement.
- Handles inquiries concerning account information.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of computer applications related to area of assignment.
- Ability to solve problems and handle complaints.
- Ability to train and supervise lower level employees.
- Ability to communicate effectively, both orally and in writing.

Minimum GSU Hiring Standards
Bachelor’s degree and three years of related experience in a customer service environment; 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.

Office of Human Resources
Classification Section