Youngstown
STATE UNIVERSITY

CLASSIFIED CIVIL SERVICE STAFF
POSITION VACANCY ANNOUNCEMENT

DEPARTMENT: **COMPUTER SERVICES**

CLASSIFICATION: **SOFTWARE SPECIALIST 1**
(Non-tested Position)

SALARY: **$42,099 per Year ($20.24 hour; Pay Range 33)**

HOURS: **M-T-W-Th-F-S 5 days, 40 hours per week**
between the hours of 7:30a.m.-10:00p.m.
A 1st shift (daytime) or 2nd shift (afternoon/
evening) is anticipated with possible rotation
between shifts. May be called out due to extraordinary
operational needs, 24 hours, 7 days per week

FUNCTION:

Under general supervision from higher-level software specialist or data systems supervisor, installs and maintains operating software systems and special software packages, analyzes current systems and updates software packages; provides technical assistance to computer staff.

JOB DUTIES:

Responsible for operation of Tech Desk: consults, analyzes, and troubleshoots problems regarding software and hardware issues to resolve individual problems, including operation of mainframe terminals and personal computers; investigates problems and instructs and trains customers in operation and function of individualized and/or specialized computer procedures; maintains contact, activity, trouble ticket and related logs and records. Serves as liaison between Computer Center, Network Services, Electronics Maintenance Services, and other University technical staff as well as University community to resolve customer problems. Provides technical assistance to management and technology support staff and second level support to Tech Desk staff. Recommends, implements, and maintains automated methods for delivering services and support, including server applications administration. Responsible for technical analysis of and field coordination of students and staff for special computer problem situations such as virus outbreaks.

Assists academic and administrative computing users in evaluating specific needs and recommends appropriate hardware and software. Assists application developers with technical support for computer based operating systems and client software. Conducts research and remains current on emerging technological issues. Establishes and maintains contacts with University and vendor representatives to determine customer needs and satisfaction in Tech Desk problem resolution.

Performs computer desktop management including complex problem diagnosis and resolution, software installation, configuration changes, resource management and other corrective actions; modifies and tunes systems for optimum performance and to increase computer longevity and usability; coordinates student desktop management efforts. Recommends, coordinates and performs operating system installations, setup, hardware and software configurations, etc. Evaluates new desktop operating system and software application releases and recommends standards for improved customer software usage. Advises management on customer hardware and software needs. Performs server/system administration duties as required.

Participates in design, development, testing and publishing of Tech Desk and related web sites; develops pages, forms, etc. for customer data collection and information and/or software delivery; maintains and upgrades web site as necessary and assigned; evaluates, recommends and implements software modifications to enhance web presence.

Trains and exercises general supervision over Student Tech Desk staff. Coordinates student fieldwork activities. Participates in ongoing professional development. Conducts workshops and seminars on computer-related topics and prepares related documentation. Performs other related duties and special projects as

assigned.   Performs other duties as assigned and/or specified in state classification for Software Specialist 1 (64124).

MAJOR WORKER CHARACTERISTICS:

Knowledge of operation of computer hardware and peripheral equipment, functions of software systems, office practices and procedures, government structure and process employee training and development, skill in software installation and maintenance; ability to understand technical material related to computer software and related hardware systems, gather, collate and classify information about data, handle inquiries from public and government officials, work alone on most tasks, collect data, establish facts and draw solid conclusions.

MINIMUM QUALIFICATIONS:

10 courses in functions of software systems (or 12 months experience); 6 courses in operation of computer hardware and peripheral equipment (or 6 months experience); 3 courses in office practices and procedures (or 3 months experience); 3 courses in government structure and process (or 3 months experience); 600 hours training in software installation and maintenance (or 6 months experience); or equivalent. In addition to the minimum requirements, ideal candidates will possess the following:

DESIRED QUALIFICATIONS:

2-3 years full-time experience working with customers, over the phone and in-person, to trouble-shoot and resolve complex computer problems especially with regard to computer applications (e.g., office suites, word processors, spreadsheets, utilities, etc.), operating systems (e.g., Win XP, Mac OS, Linux, etc.) and network connectivity. Prior problem solving experience in a computer support desk environment preferred; 2-3 years experience as server/systems administrator with responsibility for daily functionality and support of critical, server-based, business systems; excellent written and verbal communications skills with proven documentation skills; ability to quickly evaluate and resolve support requests while providing courteous customer service; data entry experience; published Web design/development in a business environment and knowledge of Web standards a plus; proven ability to work as a member of a team.

Please Note:

The selected candidate will be required to sign a release for an employment background check and credential verification.

In compliance with the Immigration Reform and control Act of 1986, any new employee hired from this job posting will be required to submit approved documents establishing legal identity and work authorization.

CLOSING DATE FOR APPLICATIONS: 4:00 PM, Friday, October 27, 2006

*Interested persons must submit an application and letter of interest no later than 4:00 p.m. on the closing date for applications to:

OFFICE OF HUMAN RESOURCES
3025 Jones Hall
Youngstown, Ohio 44555

NOTICE: APPLICATIONS ARE ACCEPTED MONDAY THROUGH FRIDAY FROM 8:30 A.M. TO 4:00 P.M.

YSU IS AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER
COMMITTED TO INCREASING THE DIVERSITY OF ITS FACULTY, STAFF, AND STUDENTS

Information regarding campus safety at YSU, mandated by the Clery Act, is available at the following YSU web site: http://www.ysu.edu/righttk.pdf or you may request a copy of "Your Right To Know" from the Office of Human Resources, 3rd floor, Jones Hall, 330-941-3122.