IT BROADBAND CLASSIFICATION:  EQUIPMENT APPLICATIONS SPECIALIST

JOB TITLES:  COMPUTER SUPPORT SPECIALIST, COMPUTER HARDWARE ENGINEER, MULTIMEDIA SERVICES COORDINATOR, TELECOMMUNICATIONS EQUIPMENT INSTALLERS & REPAIRERS, EQUIPMENT APPLICATIONS TECHNICAL LEAD, EQUIPMENT APPLICATIONS TEAM LEAD

PAY GRADES:  70, 71, or 72

CLASS FUNCTIONS:
The majority of duties performed in this IT Broadband class are in one or more of the following areas: providing support for information technology equipment and/or systems (e.g., computer and peripheral equipment – telecommunications and network devices, audio and video equipment, and related transmission equipment and systems) which typically are integrated with or interconnected to larger systems; providing user application support by developing software solutions using PC-based and/or mainframe applications and database management systems or by modifying existing software programs and site administration of technology-based facilities.

Positions in this IT Broadband class typically do not independently perform network planning, design and engineering functions. They do, however, assist with implementation and other basic network functions, such as recommending equipment purchases, modifying system configuration, changing system/equipment specifications, assigning passwords, defining attached devices, performing backups, etc. Positions in this class do not independently perform applications planning, design and engineering. They may, however, use software packages (such as statistical, database and spreadsheet applications) to analyze and manipulate data. Positions in this IT Broadband class are not responsible for laboratory, medical, scientific, civil engineering or other non-information technology equipment, machines, devices or instruments.

Positions in this IT Broadband class typically resides in a computer center, telecommunications, multimedia, administrative or academic departments.

Within this IT Broadband class a full continuum of position complexity and competency from entry level to expert is represented. Within this IT Broadband class there will be positions of varying levels of technical complexity based on department need. Positions may also function as working supervisors with a full range of permanent supervisory responsibilities or may act as team or project leads. Positions may direct or supervise positions in this class or in other classes.

TYPICAL DUTIES:
The following are typical activities of positions in the Equipment/Applications Specialist IT Broadband class. Actual functions performed will differ from position to position and will be determined by specific work assignments. A position in this IT Broadband class has the majority of its ongoing assignments in the following functions:

Typical Telecommunications Equipment Installers & Repairer (Pay Grade 70) functions:
Install, repair, troubleshoot, maintain and/or modify telecommunications equipment and/or systems. Ensure that equipment and systems in assigned areas are in good condition and are properly maintained. Perform equipment and system set up including necessary interconnections and performance monitoring. Provide technical set up of teleconferencing system. Maintain equipment and/or system malfunctions and perform corrective actions. Research system/equipment malfunction history. Analyze and adjust equipment to restore proper operation. Coordinate repair, maintenance and/or equipment or system modification through vendor resources. Repair voice and data circuit problems. Test and configure
equipment and/or systems following service procedures. Assist in planning and implementing installations and/or facility layouts. Assist with determining routing and placement of cabling, wiring, etc. Perform physical installation (e.g., wiring, cables, microwave/satellite communications modules, components, sound systems and necessary interface cards). Document and/or log equipment/system installation and/or modifications. Act as vendor liaison. Move or relocate equipment. Plan, estimate, and order equipment and materials necessary for project completion. Configure systems to optimize operations, meet connectivity needs and future expansion requirements. Recommend equipment/system configuration and interface alternatives. Participate in system enhancement and equipment evaluation and planning. Prepare equipment purchase recommendations and cost justification. Reconfigure and test newly installed systems.

Typical Computer User Support Specialist (Pay Grade 70) simple to moderate functions:
Provide user support for off-the-shelf software applications programs, including installing, configuring, and troubleshooting applications. Evaluate and recommend off-the-shelf software to meet user needs. Provide PC/workstation support for hardware and systems software interfaces. Install and configure standard operating systems and integrate them with related systems. Ensure system integrity between hardware and operating systems. Troubleshoot errors in system operations and related networks.

Typical Computer User Support Specialist (Pay Grade 71) moderate to complex functions:
Provide user support for off-the-shelf software applications programs, including installing, configuring, modifying and troubleshooting applications, and training users. Evaluate and recommend off-the-shelf software to meet user needs. May write applications or automated routines, or create other and hoc applications solutions for users. Modify existing or third party software programs to meet user needs. Create, manage or manipulate data bases, using PC-based database software or mainframe database management systems/packages. Modify database report output according to user needs. Provide hardware and software training as needed. Provide PC/workstation support for hardware and systems software interfaces. Install and configure standard operating systems and integrate them with related systems. Ensure system integrity between hardware and operating systems. Troubleshoot errors in system operations and related networks. Perform software and hardware modifications. Maintain and support hardware and software for stand-alone systems. Perform local area network (LAN) and system backups. May administrator and maintain a LAN, file server, network operating system and/or mainframe as a part of position duties.

Typical Multi-Media Coordinator (Pay Grade 71) functions:
Install, repair, troubleshoot, maintain and/or modify information technology equipment and/or systems. Ensure that equipment and systems in assigned areas are in good condition and are properly maintained. Perform equipment and system set up (including necessary interconnections) and performance monitoring. Maintain and repair media/video production equipment systems and facilities. Provide technical set up of teleconferencing system. Maintain equipment and/or system malfunctions and perform corrective actions. Research system/equipment malfunction history. Analyze and adjust equipment to restore proper operation. Coordinate repair, maintenance and/or equipment or system modification through vendor resources. Test and configure equipment and/or systems following service procedures. Assist in planning and implementing installations and/or facility layouts. Document and/or log equipment/system installation and/or modifications. Move or relocate equipment. Configure systems to optimize operations, meet connectivity needs and future expansion requirements. Recommend equipment/system configuration and interface alternatives. Participate in system enhancement and equipment evaluation and planning. Prepare equipment purchase recommendations and cost justification. Reconfigure and test newly installed systems. Provide PC/workstation support for hardware and systems software interfaces. Install and configure
standard operating systems and integrate them with related systems. Ensure system integrity between hardware and operating systems. Troubleshoot errors in system operations and related networks. Perform software and hardware modifications. Maintain and support hardware and software for stand-alone systems. Perform local area network (LAN) and system backups. May administrator and maintain a LAN, file server, network operating system and/or mainframe as a part of position duties.

Typical Computer Hardware Engineer (**Pay Grade 71**) functions:
Ensure lab, studio, classroom, and/or stand-alone systems are fully operational and secure. Coordinate multimedia components for lab or classroom use. Coordinate lab or media operations and projects. Schedule facility use and ensure appropriate staffing. Establish facility security and operational policies and procedures. Ensure proper maintenance and support of assigned lab/classroom/stand-alone systems. Re-install damaged or deleted software. Troubleshoot errors in system operation and initiate repairs. Configure media components and/or local area networks (LANs). Administer site LAN including maintenance or related hardware and software. Maintain file/network servers and all lab stations. Provide hardware and software training as needed. Provide PC/workstation support for hardware and systems software interfaces. Install and configure standard operating systems and integrate them with related systems. Ensure system integrity between hardware and operating systems. Troubleshoot errors in system operations and related networks. Perform software and hardware modifications. Maintain and support hardware and software for stand-alone systems. Perform local area network (LAN) and system backups. May administrator and maintain a LAN, file server, network operating system and/or mainframe as a part of position duties.

Typical Computer Hardware Technical or Team Lead (**Pay Grade 72**) functions: as above, however, degree of complexity is moderate to complex and across multi-functional core systems for the university or large university unit or department.

Technical Leads in this series function as expert resource with system specific needs which may include applications, databases, networks, and servers; just to name a few. Individuals may have 20% of their effort in research or teaching in a college unit.

Team Leads in this series function as first-line supervisors, lead projects and/or people, and contribute to staff yearly evaluations. Individuals may have 20% of their effort in research or teaching in a college unit.

**QUALIFICATIONS GUIDE:**

**Pay Grade 70 Minimum Qualifications** for the Equipment Applications Specialist IT Broadband (non-exempt/hourly paid positions): an Associate’s degree in Computer Science, Information Technology, Computer Engineering, or related degree and one (1) year of experience; or a combination of relevant education and three (3) years of experience.

**Pay Grade 71 Minimum Qualifications** for the Equipment Applications Specialist IT Broadband (exempt/salary paid positions): a Bachelor’s degree in Computer Science, Information Technology, Computer Engineering, or related degree and two (2) years of experience; or an Associate’s degree with six (6) years of experience.

**Pay Grade 72 Minimum Qualifications** for the Equipment Applications Specialist IT Broadband: Master’s degree in Computer Science, Information Technology, Computer Engineering, or related degree with two (2) years of experience; or a Bachelor’s degree in Computer Science, Information Technology, Computer Engineering, or related degree with five (5) years of experience. Individuals in
Pay Grade 72 may also be team or technical lead and may have 20% of their effort in research or teaching in a college unit.

Individuals in this IT Broadband class will typically possess knowledge and/or applied skills and abilities in technical systems and equipment, electronic theories, mechanical design, and the operation and use of the equipment and systems commonly utilized in the assigned area. Depending on departmental needs and the specific work assignment, supervisory experience may be required.