

Classification Specification: Geosciences Technology Support Specialist

Classification Number: 83823 Pay Grade:
Effective Date: April 14, 2014 Current Exemption Status: Nonexempt

Position Summary

Provides technology support to faculty, staff, graduate, and undergraduate students in a geosciences research and teaching environment. Sets up specialized computer systems, servers and analytical laboratory instrumentation. Maintains the seismological observatory. Functions as the designated departmental hazardous materials liaison and 24/7 lab emergency responder.

Essential/Primary Duties

- Maintains all desktop computers, servers, laptops, and tablets in the department.
- Supports department computer labs. Ensures all computers have updated security patches. Identifies malfunctioning computers, performs routine maintenance, and follows up on timely repair or replacement.
- Provides technology support to assist faculty, staff, and students with desktop computer issues.
- Manages and maintains the BGSU observatory including the network station equipment which is configured to continuously record and archive seismic data. Provides the software tools for desktop computers which make the seismic data more accessible to faculty, students, and media outlets via the web on a continuous basis. May conduct live onsite interviews with media representatives following news worthy seismic events.
- Maintains fixed asset inventory for department. Tracks assets that are acquired, replaced, or disposed.
- Provides technical support for analytical instruments and equipment in department laboratory. Provides routine maintenance, repair, and replacement.
- Provide faculty and students with support for production of presentations, posters, and papers including computer equipment and software. Responds to requests for printer upgrades and repairs. Establishes user access to the appropriate printers in the department.
- May perform other duties as requested including around the clock emergency response.

Experience and Education

Experience

- Six months to one year related experience required

Education

- Some college coursework required

Physical Requirements

Light work: with some physical demands such as continuously lifting/moving materials less than 25 pounds, but rarely moving more than 25 to 50 pounds.

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Working Conditions

Work is generally performed in a well lit, temperature-controlled indoor environment with occasional exposure to the outdoors and/or any number of elements.

Essential Competencies

- Knowledge of basic mathematical skills
- Knowledge of basic reading skills
- Ability to carry out verbal and/or written instructions
- Ability to effectively communicate, verbally and written
- Detailed-oriented and highly accurate
- Ability to work effectively in a team environment
- Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
- Ability to coordinate or lead others in accomplishing work activities
- Knowledge of computer skills, such as MS Office, presentations, spreadsheets and/or database entry/query
- Ability to operate computers and peripheral equipment such as printers
- Ability to draft office correspondence
- Ability to perform basic computer programming
- Ability to effectively utilize audio/visual equipment
- Ability to operate hand and/or power tools appropriate to the trade
- Knowledge of elevated science and scientific method skills
- Understanding of the fundamentals of geology, physics, chemistry, and biology

Supervisory Responsibility

Full-Time

None

Part-Time

None

Providing Direction

Full-Time

None

Part-Time

None

Responsibility for Student Workers

Provides work direction and may schedule and/or provide formal feedback.