Sul Ross State University  
Position Description

Official Title: Technical Support Specialist II - HITAP  
Salary Group: Unclassified (2)
Job Code: 5414

Summary
Function:

Scope:

Duties
Essential: Collaborates with the Office of Information Technology to ensure compatibility of installed ITV systems at both SRSU and Midland College; Obtain, install, and test distance equipment and software; At SRSU, coordinates with the Instructional Designer to provide online student services; Provides technical support to project staff and faculty. Responsible for personal safety and the safety of others; must exercise due caution and practice safe work habits at all times.

Non-Essential: Performs additional job related duties and responsibilities as requested.

Supervision
Received: Reports to Activity Director

Given: Student Assistants

Education
Required: Bachelor’s degree in Information Technology or related field

Preferred:

Experience
Required: At least five years experience as a computer systems and software support specialist; at least three years experience with supporting the delivery of distance education

Preferred: Computer Systems and software support in a higher education environment

Equipment/Skills
Required: Excellent communication skills

Preferred:

Working Conditions
Usual: Position is Security Sensitive.

Special: On occasion may be required to work outside of normal scheduled ours including on call responsibilities.

Any qualifications to be considered in lieu of stated minimums require the prior approval of the Human Resources Director.

Date revised: June. 2012