The University of Texas at El Paso

Job Overview			
Job Title	Manager of Systems and Tech Support	**FLSA Status**	Exempt
Job Code	19303	**Creation Date**	December 15, 2010
Department		**Revision Date**	

Position Details	
Purpose	Manages and coordinates activities of personnel involved in performing internal operations within a department.
Duties and Responsibilities	Maintain folders/ databases/ websites/ accounts/ forms at the beginning/close of each semester for each class Provide technical assistance and troubleshooting Create and manage the departmental websites and databases Research and purchase equipment Manage academic and research technical services and servers. Manage inventory, licenses, and purchases for equipment, software, and supplies Serve as building manager for Computer Science Manage key requests and building access; manage mailing lists and student research accounts Manage the MSDNAA Program for the college (for downloading Microsoft software) Image and encrypt new equipment; serve as the POC for encryption Install and test installation of new software for research and academic machines Serve as the POC between CS and AV team for CS TV screens; CCSB classroom AV support Virtualize CS labs Ensure that OS updates and hardware firmware are installed for students, faculty, and staff

Duties and Responsibilities Continued	Train and manage student technicians on routine tasks. Knowledge of all Microsoft Office software and able to learn and use institutional software systems. Complies with all State and University policies. Other duties may be assigned. Supervisory Responsibilities: Responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.		
Physical Demands	The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and talk or hear.	**Work Environment**	The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Qualifications			
Minimum Education Required	Bachelor's degree from four-year college or university within area of assigned responsibility	**Minimum Experience Required**	Two years related experience to the statement of duties and responsibilities; or equivalent combination of education and experience.
Preferred Education Required		**Preferred Experience Required**	
Core Competencies			
Quality of Work	Knowledge Responsiveness Accountability Customer Services Accuracy Commitment	**Productivity**	Analytical Thinking Prioritization Problem Solving Completion of Job Assignments Works Independently Initiative/Proactive
Reliability	Adaptability Trustworthiness Dependability Supportive Integrity Attendance	**Teamwork**	Collaboration Interpersonal Skills Networking Communication Contribution
Position Specific Competencies			
1		**4**	
2		**5**	
3		**6**	
Equal Opportunity/Affirmative Action Statement			
The University of Texas at El Paso is an Equal Opportunity / Affirmative Action Employer. The University does not discriminate on the basis of race, color, national origin, sex, religion, age, disability, genetic information, veteran status, or sexual orientation and gender identity in employment or the provision of services.			

Note: The primary accountabilities above are intended to describe the general content of and requirements of this position and are not intended to be an exhaustive statement of duties. Incumbents may perform all or some of the primary accountabilities listed above. Specific tasks or responsibilities will be documented in the incumbents' performance objectives as outlined by the incumbents' immediate supervisor or manager. This position is security-sensitive and subject to Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. Must possess a valid driver's license issued by the State where the applicant resides and must be insurable as defined in the UT System BPM 16-05-02, as applicable to the performance of essential duties and responsibilities of the position.

Additional Information