

# The University of Texas at San Antonio

## Job Description

---

Job Title: Information Technology Assistant  
Code: 19276  
Salary Grade: 56  
FLSA Status: Non-Exempt  
Department/Division: Job Available in different departments/divisions  
Reports To: In accordance with specific departmental policies

---

## Summary

- **Function:** Provides technical skills and knowledge in providing information, technology support, reporting, and database management within a department or division.
- **Scope:** Responsible for providing systems administration and first level user support and training.

## Duties

- **Typical:**
  1. Provides direct service and assistance to faculty, staff and students including first-level user support and training.
  2. Provides technical support for department web site.
  3. Provides user support and training; sets-up departmental workstations troubleshoots problems, installs software and hardware.
  4. Communicates with the Office of Information Technology and systems administrators.
  5. Provides technical support for hardware and software purchases.
  6. Assists in the administration of departmental systems.
  7. Creates and runs regular and special reports. Validates downloads of reporting files.
  8. Performs additional duties as assigned.
- **Periodic:**
  1. Produces monthly, quarterly and yearly reports.

## Education

Required	Preferred
Associate's degree or 60 college credit hours	Associate's degree in Information Systems,

from an accredited institution.	Computer Science, or a technology related field from an accredited institution.
---------------------------------	---

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Knowledge of and/or experience with a wide variety of personal computer hardware and software.	Knowledge of and/or experience with personal computer hardware and software utilized by the department of assignment.
Criminal Background Check (CBC).	

***Experience***

<b>Required</b>	<b>Preferred</b>
One year of experience in a computer related field.	Similar experience with customer/user interaction.

***Equipment***

<b>Required</b>	<b>Preferred</b>
Use of personal computers, servers, Microsoft Office, and standard office equipment.	N/A

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Standard office or computer lab environment.	May involve some lifting and moving of computer hardware and equipment.

***Supervision***

<b>Received</b>	<b>Given</b>
Determines own work methods and solves problems using technical or specialized knowledge and experience.	None.

***Accuracy***

Proficiency in all phases of duties performed.
--

***Security Sensitive***

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.
---

*Internal Control*

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.