Wichita State University

Academic Support Programmer (6011E)

Job Description

GENERAL DESCRIPTION OF POSITION
Administer guidance relating to data processing techniques and performance efficiency. Audit the university’s data processing system and contribute solutions for enhanced operations. Appraise minimum software requirements and the performance capacity of current equipment to recommend optimal configurations and endorse improvement suggestions from lower-level programmers. Install operating systems and provide upkeep. Provide training to other staff programmers as necessary; serve in a lead role on projects or work on a team for more advanced assignments. This professional IT position serves as a member of the IT department within the organization. Any university, program or similar institution that requires dedicated IT services as a major function may make use of this position. Maintain an understanding and working knowledge of operating systems, networks and associated technologies. May require knowledge of the exact systems utilized by the organization. Knowledge of tools, techniques and concepts related to web services and e-commerce. Skills with scripting languages and program dialogues used to develop macros, scripts and similar features on systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Install and configure software and hardware related to support systems.

2. Configure modems, line sharing devices and other communications equipment.

3. Use statistical tools to monitor system performance and utilize resources to improve system performance capabilities.
4. Assimilate new systems and architectures as they are implemented within the organization.

5. Provide off-hour support for relevant systems when necessary.

6. Administer support regarding development systems, including requirements for program development, user maintenance and the logistics of software turnover.

7. Supply administrative and technical support for networking software utilized by the organization.

8. Prepare and host presentations concerning new technologies and services for management.

9. Examine and troubleshoot failed systems and implement strategic solutions to mend those problems.

10. Confer with external vendors and internal departments to design server requirements.

11. Assist with creating timetables, deliverables and other project plans.

12. Research and evaluate new technologies that could be of use to the organization.


14. Maintain departmental standards, policies and procedures and provide recommendations for improvements to high-level staff.

15. Provide on-call, off-hour support to users when necessary.

16. Ensure that users receive a high level of support and fast service.

17. Manage projects that focus on the overall goals of the university.

18. Confer with users to identify flaws in operating procedures and provide problem solutions.

19. Integrate data to and from various systems throughout the organization.

20. Serve as a point of contact between the IT department and other departments within the university.

21. Remain aware of current IT trends and technologies and make recommendations to management that could benefit the university.

22. Utilize communication and interpersonal skills to act as a representative for the university.

23. Adhere to personnel and application procedures and policies within the organization.
24. Provide support for the WSU helpdesk in-person, over the phone and online.

25. Manage and maintain the ITS computer lab by hiring & supervising student assistants and keeping equipment up-to-date and working.

Perform any other related duties as required or assigned.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE
Associate’s degree in IT, Computer Science, Business Relations or a related field; Bachelor’s degree preferred. 3 or more years of experience with IT, computer science or similar industries

ADDITIONAL SKILLS
Intermediate: Ability to cultivate and sustain relationships with diverse audiences. Ability to organize and prioritize work. Ability to solve problems. Ability to work collaboratively. Ability to work on multiple tasks simultaneously and pay attention to detail. Knowledge of tools, materials, and methods used in general maintenance and repair work.

PHYSICAL ACTIVITIES
Required to sit at a desk and focus on a computer screen for the majority of the day. Must be able to use repetitive wrist, hand and finger movements to type regularly. Standing, reaching, stooping and walking may be required in addition to grasping, lifting or carrying IT hardware and other equipment. Talk and listen to customers, colleagues and other individuals on a regular basis. Stand and walk to various on-campus locations to perform job duties. Lift and carry supplies and equipment weighing up to 10 lbs.

ENVIRONMENTAL CONDITIONS
Exposed to moderate noise levels. May be exposed to oils from machinery; may be exposed to electrical shocks if equipment is handled incorrectly.