## Technology Job Duties

- Acquire and install equipment in classrooms and offices.
- Address questions from users, other technical staff, law enforcement, and external affiliates regarding information security incidents, issues and best practices.
- Analyze user needs, new technologies and software.
- Anticipate, identify, communicate, resolve and/or escalate problems and issues.
- Assist in installation, configuration, upgrade and maintenance of application software and computer hardware.
- Assist in the definition and deployment of application security elements for both technical and functional users.
- Assist with development of long-term technology planning.
- Clarifies functional specifications; develops technical specifications/documentation.
- Consult with clients in project planning.
- Coordinate and oversee the installation of equipment.
- Coordinate classroom instructional and equipment needs.
- Coordinate technical maintenance, repair, ordering, software updates, and inventory.
- Create and update web pages.
- Deliver and pick up instructional equipment to classrooms.
- Demonstrate use of equipment.
- Design media-rich online instructional materials.
- Design special publications.
- Design, code, test, implement, maintain, and support system and network software, according to established standards.
- Design, develop, and maintain software.
- Diagnose problems, such as software or hardware failures, and implement corrective measures.
- Establish and maintain sound backup/recovery procedures consistent with enterprise disaster recovery requirements.
- Evaluate and implement new technologies in software, hardware, and systems.
- Evaluate impact of patch sets on custom software.
- Evaluate, install, configure, migrate, upgrade, and patch database software and related products in an enterprise environment.
- Identify design or process issues and produce design standards, templates, and processes.
- Identify security issues and mitigate risks appropriately.
- Identify, communicate, resolve, and/or escalate problems and issues.
- Implement and maintain database security.
- Install and configure systems and network hardware and software.
Install and upgrade computer software and operating systems.
Install, operate, and maintain equipment.
Maintain servers, SQL databases, anti-virus strategies, etc.
Maintain the local area network, cable and hub installations, and related duties.
Maintain the operating system and security software utilized by the network.
Maintain user accounts.
Maintain various logs/reports.
Maintain website.
Maintain, troubleshoot, and repair hardware.
Maintain/update local on-line system.
Modify and upgrade equipment.
Participate in capital equipment and software acquisition process.
Participate in database design, data conversion, and data replication.
Perform other duties as assigned.
Plan information technology resource procurements, and staffing.
Prepare justifications and specifications of proposed computer hardware/software procurement.
Provide 3rd/4th level of support.
Provide hardware and software support to end users.
Provide technical assistance to staff.
Provide technical training to faculty, staff, co-workers, and students.
Support and maintain individual and departmental workstation environment.
Test, troubleshoot, diagnose, repair and solve multimedia related equipment problems.
Troubleshoot and repair hardware and software.

For additional assistance please contact performancemgmt@txstate.edu or 512.245.2557. This information is available in alternate format upon request from the Office of Disability Services.