

*Wright State University*  
**CLASSIFIED JOB SPECIFICATION**  
*Tech Support Generalist/LC*

**I. JOB INFORMATION**

**Job Title:** Tech Support Generalist/LC (CS 17)

**Job Class:** 41321

**FLSA Status:** Non-Exempt

**II. JOB SUMMARY**

Under general direction provides technical and computer support for Lake Campus.

**III. PRIMARY DUTIES AND RESPONSIBILITIES**

- Monitor and maintain the campus network, client workstations, printers and other related equipment such as printing scanners, projectors, phones, faxes, modems, etc.
- Install and maintain software on the network file server and client PC's.
- Diagnose hardware and software problems and effect or assist with repairs.
- Assist with selection, ordering and installation of new equipment.
- Supervision and scheduling of student lab assistants, cooperation with WSU's CaTs
- All other duties as assigned.

*Note: This is not an inclusive list of duties and responsibilities.*

**IV. MINIMUM EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES**

A high school diploma or GED and five years (FT) of related work experience OR, two years of post-secondary education and three years of (FT) related work experience.

**V. WORKING CONDITIONS**

**VI. WSU TESTING/EXAMINATIONS REQUIRED**

None

**VII. CERTIFICATIONS OR LICENSURE(S) REQUIRED\***

## **VIII. JOB SERIES**

*This specification is intended to illustrate the level of complexity and kinds of job duties that may be assigned to positions with this classification title, and should not be interpreted to describe all the duties that may be included in a job description.*