

JOB DESCRIPTION:	Systems Operator – Academic Computing		
DEPARTMENT:	Academic Affairs		
REPORT TO:	Academic Computing manager/Director		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Non-Exempt
CUPA HR CLASSIFICATION:	614000	DATE APPROVED:	22-OCT-2021
		DATE MODIFIED:	11-JUL-2025

SUMMARY: Provides routine user support, problem analysis and resolution, technical assistance, and makes purchases for the Academic Computing area.

DUTIES:

1. Processes, tracks, and maintains records of purchase orders for Academic Labs and other departments regarding information technology purchases. Contacts vendors to ascertain pricing, availability, and specification information for purchase orders.
2. Maintains database for supply and equipment inventory. Ensures lab is fully stocked with essential computer and general office supplies.
3. Answers questions with respect to schedules, unusual situations, and work priorities. Assists students with technical related issues. Provides training sessions as assigned.
4. Makes campus name badges using Filemaker Pro.
5. Processes special print requests, including large format printing.
6. Repairs equipment and creates technical documentation as needed. Performs troubleshooting of hardware and software of lab computers. Installs software on lab computers.
7. Gathers tutoring schedules to updates digital display information.
8. Creates Canvas training modules for students. Grades Canvas training modules.
9. Schedules special classroom reservations. Maintains room calendars for Academic Labs computer classrooms and keeps updated with online version so potential requestees can see what is readily available.
10. Records incoming and new software licenses and aids in keeping licenses up to date and easily accessible to satisfy legal requirements.
11. Provides a broad range of administrative and supervisory functions. Supervises assigned staff in accordance with WNMU personnel practices including recruitment, training, performance evaluation, guidance, etc. Participates in the process of ongoing personal and professional development. Maintains comprehensive communication among all contacts (internal and external). Models professional standards and ethics in accordance with WNMU philosophy.
12. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** One year full time experience directly related to the duties and responsibilities required. Technical certificate, specific coursework or training in computer related field may substitute for 6 months experience. Bilingual (Spanish) preferred.
2. **Job Knowledge:** Ability to determine computer related problems and to coordinate hardware and/or software problems or knowledge within scope of minor troubleshooting problems. Skill in the use of Microsoft office suites, e-mail software, Banner, and Canvas. Skill in the use of Microsoft Windows, Microsoft Office Suite, Mac OS, and various education based software. Ability to perform preventative maintenance on office equipment. Ability to document work process using various computer database programs. Ability to train students, staff, and faculty regarding computer related issues as assigned. Ability

to communicate effectively and courteously orally and in writing. Ability to communicate technical guidance and instruction to users on the use of PC applications and systems. Ability to solve problems and provide assistance on various software applications of a limited scope and complexity. Sufficient understanding of computer systems to determine and resolve problems and ability to refer complex problems to the person with the correct expertise. Ability to prioritize tasks by degree and need. Ability to supervise and train student workers. Strong interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community including staff, faculty, students, outside vendors, contractors, service providers and legal agencies. Must be knowledgeable of University policies and procedures. Must be able to handle multiple deadlines and maintain accuracy. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications.

3. **Working Conditions/Physical Demands** (With or Without Accommodations): Normal office environment, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances. Add additional requirements if necessary based on the job duties. *

1. **Other requirements:**

- a. Requires a valid driver's license (if travel required)
- b. Required to complete Defensive Driving Course within 6 months. (If applicable to the role)

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)