
Auburn University Job Description

Job Title:	Comp Spec, Bookstore	Level I	Grade 27 \$20,300 - \$33,800
Job Code:	EF07	Level II	Grade 28 \$22,300 - \$37,200
FLSA status:	Non-exempt	Level III	Grade 29 \$25,000 - \$41,700
		Level IV	Grade 30 \$28,000 - \$46,700

Job Summary

Provides technical support for computer related issues and provides information system customer service for the University Bookstore.

Essential Functions

1. Handles technical support for University Bookstore computers, system maintenance, software installation and other issues.
2. Provides customer service at the University Bookstore computer desk.
3. Assists in ordering, receiving, and stocking of computer related merchandise.
4. Provides technical support to customers who have purchased computers from the Bookstore.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.



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Job Family Levels

Level	Responsibility	Knowledge	Education and Experience*
I	Performs a limited variety of simple, repetitive tasks.	Knowledge and/or skill to perform a limited variety of simple, repetitive tasks related to an engineering or scientific field.	High school diploma or equivalent.
II	Performs a variety of simple tasks.	Knowledge of standard procedures and tests related to an engineering or scientific field.	High school diploma or equivalent plus 1 year of relevant experience.
III	Performs a variety of related and recurring assignments.	Knowledge of processes, methods and procedures associated with a limited range of engineering or scientific problems.	High school diploma or equivalent plus 4 years of relevant experience.
IV	Performs complex steps of an operation or project or completes important stages of a project.	Detailed knowledge of established processes, methods, and techniques, as well as practical knowledge of a few specific engineering or scientific principles.	High school diploma or equivalent plus 6 years of relevant experience.

* See the "Minimum Required Education and Experience" section of the job description for any substitutions that may be allowed for education and experience.

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Minimum Required Education and Experience

- Level I** High school diploma or equivalent.
- Level II** High school diploma or equivalent plus 1 year of relevant experience.
- Level III** High school diploma or equivalent plus 4 years of relevant experience.
- Level IV** High school diploma or equivalent plus 6 years of relevant experience.

Focus of Education

High School Diploma or equivalent

Focus of Experience

Experience in providing computer technical support and/or sales of computers and supporting software

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Certification or Licensure Requirements:

None Required.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, reaching, talking, hearing, handling objects with hands, and lifting up to 50 pounds.

Job occasionally requires sitting, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting more than 100 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 1/3/2012
