

	Prior 7/1/2004	After 7/1/2004
Class Code:	N/A	2013
Title:	N/A	Business Systems Specialist
Pay Grade:	N/A	N/A
Pay Band:	N/A	Special/Paraprofessional
FLSA:	N/A	Non-Exempt

## UNIVERSITY OF WEST FLORIDA POSITION SPECIFICATION

**Title: Business Systems Specialist**

**Job Summary:**

This is work providing technical assistance to computer system users.

**Example description of duties (not all inclusive):**

Answers questions or resolves computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Answers users' inquiries regarding computer software and hardware operation to resolve problems.

Enters commands and observes system functioning to verify correct operations and detect errors.

Maintains record of daily data communication transactions, problems, remedial action taken, and installation activities.

Reads technical manuals, confer with users, and conducts computer diagnostics to investigate and resolve problems and to provide technical assistance and support.

Refers major hardware or software problems or defective products to vendors or technicians for service.

Conducts office automation feasibility studies, including workflow analysis, space design, and cost comparison analysis.

Confers with staff, users, and management to establish requirements for new systems or modifications.

Develops training materials and procedures, and/or trains users in the proper use of hardware and software.

Inspects equipment and reads order sheets to prepare for delivery to users.

Specific job functions, position qualifications, knowledge, skills and abilities are listed on each position's job questionnaire.

**Minimum Qualification Requirements:**

A high school diploma and three years of appropriate experience. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.