

	Prior 7/1/2004	After 7/1/2004
Class Code:	N/A	9502
Title:	N/A	Desktop Support Engineer
Pay Grade:	N/A	N/A
Pay Band:	N/A	Professional
FLSA:	N/A	Exempt

## UNIVERSITY OF WEST FLORIDA POSITION SPECIFICATION

**Title: Desktop Support Engineer**

**Job Summary:**

This is work providing secondary technical support to end users and other technical support staff.

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

Provides advanced desktop support.

Provides personalized desktop support to UWF executives.

Serves as a secondary level of technical support for IT support center staff and for UWF technology partners.

Designs, develops, distributes, maintains, and documents multiple computer/software images for various UWF computing facilities, IDLS classrooms, and for library check-out equipment.

Manages enterprise wide desktop services related to desktop support including anti-virus protection and software licenses.

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

**Minimum Qualification Requirements:**

Master's degree in an appropriate area of specialization; or a bachelor's degree in an appropriate area of specialization and two years of appropriate experience.