

UTAH STATE UNIVERSITY
Department of Education & Human Services
Notice of Intent to File a Labor Condition Application to Employ
An Alien H-1B Temporary Worker at Utah State University

Utah State University College of Education & Human Services is hiring one H-1B nonimmigrant employee for the full-time position of Computer Technician Lead in Logan, Utah. The anticipated period of employment will be 07/11/2022 through 07/10/2025. The salary is \$55,000 per academic year.

Primary responsibilities include, but are not limited to:

Manager: 50%

Procurement and Maintenance: 30%

Systems Administration: 20%

Expectations for Manager (Relative weight = 50%)

- Oversees the day-to-day operations of CEHS IT Helpdesk.
- Manages the assignment of staff and priority levels to the computer/network trouble-ticket system that provides customer support to the college.
- Oversees maintaining high customer service levels.
- Acts as Tier 3 support (Tier 2 and Tier 1 when needed), to handle the most complex support tasks and ensure a prompt resolution.
- Hires, trains, plans, schedules, assigns, monitors, and evaluates the work of assigned staff.
- Writes Service-Now reports indicating performance and metrics for the CEHS IT support team

Expectations for Procurement and Maintenance (Relative weight = 30%)

- Manages the procurement of computer hardware, software, and peripherals for the college (Purchasing, EZ-Buy).
- Maintains and performs complex repairs on computers, printers, and peripherals.
- Ensures proper care in the use and maintenance of equipment and supplies.
- Ensures adherence to security policies, quality standards and deadlines.
- Ensures that employees follow documented policies and procedures.

Expectations for Systems Administration (Relative weight = 20%)

- Develops, implements, and maintains the roll-out of standard operating system images across college computers.
- Devises and develops security templates that will be applied to computers in the college's domain using Active Directory.

The Labor Condition Application is available for public inspection in the premises of the above-named department at Utah State University. Complaints alleging misrepresentation of material facts in the Labor Condition Application and/or failure to comply with the terms of the Labor Condition Application may be filed with any office of the Wage and Hour Division of the United States Department of Labor.

Dates posted: _____ to _____

I hereby certify that the above Job Description was posted in two conspicuous public places; one in the USU Department of Education & Human Services, and the other in the Human Resources Office where other similar notices and postings are placed on the dates indicated.

Dated this _____ day of _____, 2021

Signed: _____

Department: _____