

INFORMATION TECHNOLOGY SUPPORT SPECIALIST

GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator or supervisor, incumbent is responsible for providing effective and standardized computing support for the District; ensures that requests coming into the service desk are appropriately prioritized and assigned; provide training and mentoring for student staff; provide general technical assistance for supported applications; provide excellent customer service; provide support for approved technical projects as assigned; and maintain a centralized process for hardware purchases.

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Analyzes and provides solutions to technical support requests via remote access, tele phone, email, and at the help desk in person; enters detailed information in the User Support Services tracking and reporting system in a clear and concise manner; communicates status of requests to end users; ensures timely responses to new and existing requests by communicating with system owners within Information Technology (IT); assigns complex problems to the appropriate technical support areas; monitors and responds to surveys submitted through the ticketing system to ensure end-user satisfaction; escalates issues to management when necessary. *
2. Provides basic support to the District in the form of hardware replacements, equipment delivery, printer and accessory connectivity, general troubleshooting, and temporary equipment assignment. Travels to satellite campus to perform duties. *
3. Maintains a limited stock of basic hardware, including but not limited to mice and keyboards, computer displays, laptop docks, and temporary equipment assignment. *
4. Maintains a centralized process for the purchase of hardware; locates and secures vendors using the guidelines provided in working with vendors for government contracts; obtains quotes while working with our Desktop Support team to ensure the best equipment is selected based on our educational discount pricing and standards; prepares purchase orders within Colleague and ensures all information is accurate and approvals of orders are monitored and discussed with IT management; serves as a liaison with vendors to ensure technical standards are accurately reflected on vendor premier pages; updates ITSS website to reflect hardware standards; tracks location of deliveries to provide feedback to end users on delivery status where possible. *
5. Creates new user accounts in Active Directory and provides support for access issues; contacts end users when accounts are ready for use and verifies access is working; removes access to user accounts when no longer needed or in use; assists users with setting up email and accessing One Drive storage; resets account passwords as needed; addresses compromised accounts; coordinates name changes with relevant IT teams on a scheduled basis; ensures access forms are completed accurately, signed, and in compliance with the approved agreement with the data

owners for various accounts including but not limited to the District Enterprise Resource Planning.*

6. Participates in continual service improvement for all ITSS processes including but not limited to incident management, request management, and problem management; assists with testing and documentation for new applications developed by Information Services programmers for supporting campus with Colleague for Student Services, Business Services and Administration. *
7. Maintains knowledge base of technical problems to provide end-users with quick and accurate solutions; maintains content for the technical support intranet on an ongoing basis; collaborates in the development of documentation for requests that arise for end users and internally for IT staff. *
8. Contributes to the coordination, planning and facilitation of technical trainings; serves as a liaison with HR on technical introduction for new employees. *
9. Consults with staff and faculty to improve procedures for technical support and planning for end users. *
10. Coordinates and oversees hiring of student employees; provides training and mentoring to ensure student employees can provide accurate and helpful technical support to end users; assists student employees with advanced issues and ticket resolution; identifies opportunities for prevention of future issues utilizing lessons learned; coordinates student work schedules to meet operating needs of the department; ensures accuracy of monthly student timesheets. *
11. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
12. May provide subject matter expertise in support of IT Projects.
13. May serve on a variety of District committees as requested.
14. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS

EDUCATION/EXPERIENCE:

- Associate degree* in computer science, computer information systems or a related field;
AND
- One (1) year of work experience closely related to the duties and responsibilities of this class.
- Or, any combination of education and experience which would provide the required qualifications for the position.

*Associate degree education equivalency is a 1 to 1 equivalency, one year of responsible work experience related to the classification for each full year (24-30 units) of college.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- Required to hold and maintain a valid driver license ‘if and when’ travel is required in the course of work.
- Required to travel to various District sites to perform job duties as needed as well as off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

DESIRED QUALIFICATIONS:

- Experience working at a technical support service desk.
- One (1) year of experience working in a customer service-related field.

KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)**Knowledge of:**

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies, and procedures governing the District.
- District organization and operations related to the area of assignment.
- Principles, practices, methods, and troubleshooting techniques to determine system, computer, and PC hardware problems, device errors, and failures.
- Problem resolution and technical support services.
- Advanced computer operations and office equipment.
- Mobile devices and applications utilized by the District and/or college.
- PC and Mac hardware operation and maintenance.
- Operating Systems (Windows/Mac) and Cloud applications (OneDrive, etc.)
- Operating procedures and configuration of software and network applications.
- Applicable state and federal laws, regulations, and guidelines associated with the use of information systems.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Modern office practices, procedures, and equipment including computers, computer hardware, and peripheral equipment.
- Record keeping, filing, file sharing, and filing systems methods and techniques.
- Effective communication skills both verbally and in writing.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Independently perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures.
- Integrate local, state, and federal laws and regulations.
- Ensure compliance with all laws, regulations, and policies through effective office supervision and leadership.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures.
- Safely operate a motor vehicle during the course of work and throughout employment with the District.
- Provide technical assistance to District and college staff on computers, peripheral equipment, and a variety of other technology related issues.
- Obtain complete and accurate information from end users to identify issues, problems, and needs to develop appropriate responses and solutions.
- Analyze technological problems, identify, and evaluate alternative solutions, and make appropriate recommendations.

- Maintain state-of-the-art technology with respect to platforms and software applications.
- Independently diagnose and resolve technical problems with end-users.
- Learn the proper operating procedures for all major information systems used by the District.
- Analyze and research problems and make appropriate recommendations.
- Integrate and implement program needs within parameters of District policies, procedures, and regulations.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Independently compose correspondence and reports utilizing advanced software and techniques.
- Acquire and maintain technical knowledge of modern office procedures, equipment, and computer programs.
- Work independently with an emphasis on detail.
- Make decisions and apply good judgment.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Independently apply good judgment in making sound and educated decisions.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
- Understand and follow verbal and written directions.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Demonstrate clear evidence of sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students.
- Establish and maintain cooperative relationships with those contacted in the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this class may provide work direction and/or guidance to student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards. Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist.

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY

EMPLOYER: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of

Class Code: C140.200

Salary Range – CSEA 29 – Non-Exempt

the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.