

## **SUPPORT ENGINEER – CALIFORNIA COMMUNITY COLLEGES TECHNOLOGY CENTER (CCCTC)**

### **GENERAL DESCRIPTION OF CLASS**

Under the general direction of an administrator or manager, troubleshoots and develops technical solutions for the California Community Colleges Technology Center's (CCCTC) software application solution efforts; oversees the application of technical diagnostic techniques to resolve statewide college-staff reported issues in support of individuals of varying technical expertise; provides high-quality technical support while delivering solutions to both technical and non-technical users; investigates and identifies current and future technologies to ensure the CCCTC support base leverages the full capabilities of solutions provided.

**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. Serves as the primary technical team contact for statewide colleges and the CCCTC Tier 1 support (call center) personnel. \*
2. Identifies, troubleshoots, and develops technical solutions related to software and setup errors in support of grants administered by the CCCTC. \*
3. Creates workaround and issue resolution procedures when standard procedures have failed; ensures issues are resolved in a timely manner; escalates and notifies administrator of ongoing system failures and delayed resolution to technology issues. \*
4. Escalates urgent problems requiring more in-depth knowledge to appropriate internal or partner resources; coordinates with appropriate resources to develop solutions for successful resolution of reported issues via a software change or workaround. \*
5. Monitors and reviews the community support site, creates work items, and coordinates work in the change management application. \*
6. Closely tracks and leads progress toward resolution of critical items while keeping statewide college personnel informed, per service level agreements (SLAs). \*
7. Collaborates with Product Manager(s) to assist in prioritizing change requests; facilitates information sharing and access for personnel to assist with project planning. \*
8. Supports implementation teams at statewide colleges to integrate with CCCTC technical projects; creates, edits and deploys formatted files, to include, but not limited to .XML and Perl files. \*
9. Creates scripts and employs development tools to assist in analyzing the more technically difficult problems; identifies defects and recommends solutions. \*
10. Utilizes coding techniques for scripting languages. \*
11. Maintains and creates a variety of records on demand to accurately account for diagnosing and troubleshooting issues of all levels assigned. \*
12. Coordinates inquiries, change requests, and work orders with other technical team

- members to assist in the delivery of project milestones to meet stakeholder expectations. \*
13. Provides instructional training for CCCTC software for a broad audience including but not limited to internal CCCTC staff, as well as staff and faculty across the 116 California Community Colleges. \*
  14. Analyzes business requirements provided by customer(s); develops reports to meet technology needs. \*
  15. Extracts, verifies, compiles, and formats data collections; analyzes business requirements provided by college staff and faculty. \*
  16. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. \*
  17. May serve on a variety of District committees as requested.
  18. Performs other duties that support the overall objective of the position.

**MINIMUM QUALIFICATIONS****EDUCATION/EXPERIENCE:**

- Bachelor's degree\* in Computer Science, Electrical Engineering, or related discipline; **AND**
- Two (2) years of experience directly related to the duties and responsibilities of the position with an emphasis in scripting and deployment of XML and Perl files.
- Or, any combination of education and experience which would provide the required qualifications for the position.

\*Bachelor's 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:**

- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

**DESIRED QUALIFICATIONS:**

- Four (4) years of experience in a technical support position covering information design information architecture, Web Service API use and data transfer via import and export techniques.
- Experience with SQL databases, particularly Postgres SQL, and the development of SQL queries.
- Experience with XML, XSL, HTML, and CSS.
- Experience with reporting tools, particularly Jasper reports.

**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.
- California Community Colleges Technology Center (CCCTC) policies and procedures related to the area of assignment.

- California State Chancellor's Office policies, procedures, rules, and regulations related to the area of assignment.
- Federal, state, and local laws, rules, and regulations pertaining to California Community Colleges related to the area of assignment.
- Reporting methods and techniques related to mandated state and District
- Federal Educational Rights and Privacy Act (FERPA).
- California Education Code as it relates to the area of assignment.
- Computer databases, software applications, and programs related to the scope of the assignment.
- Computer software applications and programs related to the scope of the assignment.
- Mobile devices and applications utilized by the District and/or college.
- Education systems, specifically the California Community College system.
- Significant communication strategy skills including content reuse, information architecture, web technologies, and presentation.
- Coding techniques for scripting languages.
- Computerized and electronic equipment.
- Troubleshooting techniques, methods, and procedures utilized in the maintenance and repair of computer hardware and software applications and all associated peripherals.
- DSQL databases.
- Developing SQL queries.
- Reporting tools such as Jasper reports and current technologies.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system 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.
- Modern office practices, procedures, methods, and techniques.
- 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 related to the area of assignment.
- Integrate local, state, and federal laws and regulations related to the area of the assignment.
- Department and/or program policies and procedures related to the area of assignment.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures related to the area of the assignment.
- Comprehend and stay current with evolving technologies within multiple areas.
- Utilize effective problem resolutions skills.
- Research and analyze problems and document solutions.

- Analyze and manage competing priorities.
- Effectively implement project management methods to ensure increased productivity.
- Effectively multi-task and coordinate multiple activities simultaneously.
- Demonstrate interpersonal skills using tact, patience, and courtesy.
- Communicate clearly, concisely, and effectively both verbally and in writing.
- Provide technical training.
- Identify, diagnose, and resolve technical problems.
- Analyze data and utilize strong problem solving and critical thinking skills.
- Accurately assess the technical content needs of a department or program.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Communicate clearly and concisely, both verbally and in writing.
- Maintain accuracy and pay close attention to detail in a fast-paced environment of changing priorities.
- Compile, organize, and use various financial information necessary in the preparation and monitoring of budgets.
- Compose correspondence and reports.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Independently apply good judgment in making sound and educated decisions.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Effectively and fluently utilize computers to perform advanced-level document production including the complex formatting of documents, creating charts, establishing and maintaining databases and spreadsheets.
- 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 a sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability, and ethnic backgrounds of staff and students at a community college.
- Establish and maintain effective and cooperative working relationships with those contact 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, California State Chancellor's Office and constituents, educational institutions, external institutions, agencies, and organizations, vendors, and the public, as needed.

**SUPERVISION EXERCISED and/or RECEIVED:**

The incumbents in this class may provide work direction and/or guidance to lower-level staff, 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.



Class Code: C197.100

Salary Range – CSEA 37 – Non-Exempt

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 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.