SIERRA COLLEGE

Job Description

JOB TITLE: SYSTEMS SUPPORT SPECIALIST

PAY GRADE: CL 23

LAST REVISED: MARCH 2022

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

This is an experienced technician. Under general supervision, incumbents perform specific technical, complex duties with broad levels of responsibility. The incumbent assumes ownership of incoming requests to the IIT department and works to resolve both routine and complex issues. This person works in more complex system environments and may be assigned as primarily responsible for a major technical area to maintain and support. The incumbent performs duties with minimal supervision.

This position supports and maintains up-to-date call directory, processing, and messaging systems; provides support for systems monitoring, responding and initial attempt at resolving system alerts, performs administrative telecommunication functions; and performs a variety of tasks relative to assigned area of responsibility.

REPRESENTATIVE DUTIES - *The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Assists District computer users to promptly diagnose and correct microcomputer and/or District ERP computer/network problems; provides assistance in the use of operating system software packages/applications and Internet browsers; consults with appropriate IIT staff to determine and resolve user problems; refers users to appropriate staff member and/or organizational unit for assistance as needed; reports technical, software, maintenance, and security problems to appropriate District staff; generates work orders.

2. Performs first-level, problem resolution or assists/coordinates student employees with first-level problem resolution

3. Assists end users with hardware, software, applications and/or network usage employing appropriate telephone or electronic communications etiquette

4. Maintains service desk notification systems, templates, and communications

5. Serves as technical advisor to college and District faculty and staff

6. Distributes and/or installs new software packages/applications to users; assists users to set up new software packages/applications; utilizes specialized "Service Desk" software packages/applications.

7. Maintains log of telephone and electronic mail inquiries; assists staff to activate and operate network and electronic mail accounts.

8. Documents Service Desk and repair request calls, using work order format; records questions and maintains a technical database of common problems and solutions of District users; provides desktop and phone recovery assistance as requested; assists users to determine optimum strategies for utilizing

available technical resources.

9. Documents computing services available throughout the District; provides assistance/training/information to enable users to act on solutions to problems; directs users to handouts or other resources; provides input into "Service Desk" supplies and equipment, as necessary.

10. Maintains and supports assigned systems and applications used to support the Service Desk and technical support operations for the District

11. Assists faculty, staff, and students by providing IIT related policies, procedures, instructions, and other information as requested; compiles and maintains current IIT information on District-wide sites; write user manuals, instructions, flyers, FAQs, and brochures for students, faculty, staff

12. Performs telephone system service desk functions; receives calls and troubleshoots system, equipment and features, mail, and other problems with subscribers, referring complex problems to other District staff or outside vendors; performs administrative standard procedural changes to the telephone system.

13. Setup and support systems to monitor network and system use; test network and system services; and troubleshoot and coordinates problem resolution with vendors and other IIT technical staff, assisting other technical staff as needed

14. May monitor multiple systems such as ERP systems, Data Center environments, and email/messaging systems to ensure system, database and program availability, connectivity, and status; takes ownership of technical incidents and involves appropriate IIT staff through problem resolution.

15. May back up system and database files, and routinely test files and drives on the host computer and personal computers; transfer directory and file information to and from backup media and assure proper documentation and storage; copies and restores files among peripheral equipment.

16. Generates, analyzes, or interprets a variety of special IIT reports on various system usage, inter-node and subscriber activity, and system security for dissemination as appropriate

17. Performs daily system checks; and distributes daily system status reports as requested by Supervisor

18. Trains faculty and staff on basic telephone and computer system features and procedures, telephone and computer electronic mail usage, standard Office applications, and customer service.

19. Monitors inventory of hardware and software used across the District; provides an on-demand inventory of District hardware and software as required.

20. Trains and provides work direction to assigned student workers and temporary help, as assigned.

21. Performs other related duties as required.

QUALIFICATIONS - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

Principles, theories, methods, and techniques of computers and network equipment.
Computer networking and network operating systems across various platforms.
Network communication protocols.
Electronic mail and specialized Service Desk software packages and their applications.
Operating characteristics of computerized branch exchange (CBX) and private branch exchange (PBX) systems, including telephone mail and call processing procedures, practices, and techniques.
Methods and techniques of computer/network troubleshooting.

Operational characteristics of computerized management systems.
Principles and practices of customer service.
Data communications concepts.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Principles and procedures of record keeping and filing.

Ability to:

Coordinate and organize daily workflow
Perform recurring and time-dependent tasks
Identify operational hardware/software problems.
Troubleshoot, diagnose and repair system and applications malfunctions and maintain system operation.

Operate and troubleshoot CBX and PBX systems, including those with telephone mail and call processing and/or peripheral computer equipment
Provide efficient and effective user service.
Quickly respond to multiple and frequent requests and inquiries from users.
Remain calm and handle stressful situations.
Be a customer advocate with an empathetic mindset to resolving their technical problems
Communicate technical information to non-technical users.
Receive and report on basic to complex software and hardware malfunctions.
Read and interpret manuals and other technical documentation.
Determine appropriate action within clearly defined guidelines.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications, including district's Enterprise Resource Planning Systems.
Understand and follow oral and written instructions.
Maintain current knowledge of various systems applications and operations.
Plan and organize work to meet changing priorities and deadlines.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in computer science.

Experience:

Two years of computer-related experience with a wide range of computer software including customer service experience operating a high volume, software-driven, centralized telephone exchange.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting;

to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.