PALOMAR COLLEGE

Classification Title: Technical Support Specialist

Department:	Information Services	**EEO6 Code:**	5
Employee Group:	Classified	**Salary Grade:**	28
Supervision Received From:	Director, Information Services	**Date of Origin:**	9/2016
Supervision Given:	Direction and Guidance	**Last Revision:**	10/2017 *(Retitled – former title: IT Technical Support Specialist*

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Analyzes and resolves first-level requests for technical assistance involving computer hardware/software, network, connectivity, telephone and audio-visual equipment problems for all District computer users; creates higher-level work orders for appropriate Information Services areas or contract vendors; provides user training for network and peripheral devices.

DISTINGUISHING CHARACTERISTICS.

The Technical Support Specialist is distinguished from Network/Systems Technician by the former's responsibility for analyzing and resolving first-level technical assistance requests for all District computer users while the latter class is responsible for analyzing and resolving higher-level technical assistance requests for all District computer users and installs, configures and maintains multi-platform network client devices and peripheral equipment.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Provides first point of contact tier I assistance to students, faculty, staff and administrators requiring technical support for computers, audio-visual and peripheral equipment, network services, various server platform connections and remote access; researches, documents, troubleshoots, diagnoses and resolves hardware, software and network connectivity problems.

2. Receives technical requests either by phone or by email; identifies and determines severity of problems, trouble-shoots and applies a full range of corrective actions, initiates work orders to the appropriate Information Services staff members or contacts vendors to resolve issues; maintains problem-resolution plans using specialized software; tracks problems to technical resources or vendors; keeps users updated on problem-resolution status.

3. Documents all user calls including problems and resolutions in specialized tracking system; prepares reports on user support trends and user satisfaction; monitors reports for programming, network or support services; makes necessary modifications to reports.

4. Provide one-on-one end user training as needed in a variety of technical situations; provides a variety of routine to complex support to instructional and administrative users to assist them in making effective use of multimedia

presentation systems, computer hardware, standard and specialized software, peripheral equipment, devices and other technology tools.

5. Performs various systems maintenance functions including setting up security profiles, managing password changes, account verifications and auto-attendant maintenance.

6. Participates in various asset management functions including maintaining the District's inventory database of computer equipment, coordinating pickup and disposal of surplus computer-related equipment and maintaining parts and supplies inventory; processes supply orders, obtains price quotes and product information and places orders for parts and supplies as required.

7. Administers the Dell TechDirect portal for the District; troubleshoots and recommends new parts for broken computers; assists Network/Systems Technicians with Dell's training modules and website questions; works with vendors as needed to resolve hardware issues.

8. Maintains current technical expertise in computers, network and audio-visual technologies; utilizes state-of-the-art techniques when implementing office automation solutions.

9. Assists Network/Systems Technicians in installing network switches, access points, computers and other network client devices; reimages computers as needed.

Marginal Functions:

1. Performs various administrative tasks for Director, Information Services.

2. Provides Voice Over Internet Protocol (VoIP) telephone system operations; receives calls and makes station connections.

3. Performs related duties and responsibilities as required.

QUALIFICATIONS.

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

Experience: Two years of experience in the operation of computer help desk services that involve providing user support and analyzing and solving computer hardware, software, network and applications problems.

Education/Training: Equivalent to an associate's degree from an accredited college or university with major coursework in computer science, information systems or a related field, or relevant industry certification.

Knowledge of:

1. Operations and functions of a help desk, including help desk software uses and functionalities.

2. Methods, principles, practices and techniques for troubleshooting and determining the causes of system, computer software/hardware problems and device errors and failures.

3. Internet/intranet technologies and techniques and network email systems.

4. Operating system architecture, characteristics, commands and components applicable to computer platforms relevant to assigned areas of responsibility.

5. Various computer maintenance processes such as defragmenting, virus checking and updating browser software.

6. Principles, practices and methods of systems and network administration and maintenance, including procedures for establishing network connectivity.

7. Principles and practices of customer service.

8. Network architecture and basic theory and principles of network design.

9. Standard software and computer applications relevant to assigned areas of responsibility including Microsoft Office, PeopleSoft or similar enterprise software, Adobe Suite web applications and instructional courseware.

10. Federal and state laws, codes and regulations and policies and practices pertinent to areas of responsibility.

11. Principles and practices of sound business communications; correct English usage, spelling, grammar and punctuation.

Skill in:

1. Providing technical assistance for customers on computers, peripheral equipment, network services, server platform connections and remote access issues and problems.

2. Organizing, setting priorities and exercising sound independent judgment within area of assigned responsibility.

3. Researching, troubleshooting, diagnosing and resolving hardware, software and network connectivity malfunctions and failures.

4. Obtaining accurate and complete information from customers, in person and by telephone, to identify their needs and problems and develop responses and solutions.

5. Analyzing problems, evaluating alternatives and making sound recommendations.

6. Maintaining up-to-date technical support skills.

7. Communicating clearly and effectively orally and in writing.

8. Providing strong and clear verbal and written communication, customer service and interpersonal skills.

9. Responding calmly, efficiently and creatively to last-minute and emergency equipment needs/malfunctions calls from faculty, staff and administrators.

10. Meeting schedules and timelines.

11. Understanding and following oral and written directions.

12. Preparing clear, concise and comprehensive documentation, reports and other written materials.

13. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

14. Exercising tact and diplomacy in dealing with sensitive and difficult issues and situations.

15. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions and the noise level is usually quiet.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to walk, stand or sit for prolonged periods; using hands repetitively to operate computer equipment; occasional stooping, kneeling, bending and crouching; near visual acuity for reading computer screens.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.