**SHASTA-TEHAMA-TRINITY JOINT COMMUNITY COLLEGE DISTRICT**
**POSITION DESCRIPTION**

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| **POSITION TITLE:** | Information Technology Support Specialist |
| **JOB CLASSIFICATION:** | ___ Administrator - Educational      ___ Confidential |
| | ___ Administrator - Classified      _X_ Classified |
| | ___ Faculty |
| **RANGE:** | 42 |
| **HOURS PER DAY:** | 8 |
| **HOURS PER WEEK:** | 40 |
| **MONTHS PER YEAR:** | 12 |
| **REPORTS TO:** | Technology Support Services Supervisor or Designee |

## DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

This is the enterprise desktop support role at Shasta College.  Employees in this position will provide support to all District sites by coordinating, installing, maintaining, and repairing a wide variety of District-owned computer, peripheral equipment and software at all campus sites.  Incumbents in this job class will be responsible to carry out complex assignments using advanced desktop management tools, under limited guidance.  This position distinguishes itself from the other computer desktop technician positions at the campus  in that it requires a greater amount of independent responsibility and an emphasis on enterprise PC management techniques.  This position will also be responsible for the installation and maintenance of common campus "smart classroom" components and complete their connectivity.

## TYPICAL DUTIES

*Essential Functions:*

- Incumbents in this area will perform journey level job duties such as the evaluation, installation, configuration, maintenance, and support of a wide variety of District owned, PC based fixed and mobile computer systems and associated components including PC and network printers and scanners, and other PC peripheral devices used by students, faculty and staff on campus, and at various distance education locations.
- Install and appropriately configure various Windows, Apple, and mobile device operating systems including patch management and utilization of enterprise PC management tools to reduce the potential for malicious infections.
- Keep current on hard drive data security developments and be able to utilize both hardware and software resources to encrypt locally stored staff desktop data.
- Be able to install and complete the initial configuration of a wide variety of software applications and test functionality of the installed software.
- Under limited supervision and with minimal assistance, be able to individually manage assigned areas to support the hardware and software lab builds for meeting classroom lecture and lab needs.

- Recommend new physical configuration and implement strategies for instructional labs.
- Confer with appropriate District staff to research and make recommendations for purchase of computer lab supplies, hardware, software and equipment; coordinate the purchase and repair of computer lab equipment and tracking status of vendor activity for defective equipment.
- Incumbents will also have significant understanding and practical use experience of PC imaging and packaging technologies, including creating PC images for deployment using an imaging technology, build MST files for MSI packages, build MSI packages for unpackaged software, and deploy MSI packages.
- Manage Windows or Apple profiles and policies to support application distribution and functionality of both fixed and mobiles devices.
- Utilize remote tools to provide customer service while not being physically present.
- Have proficient knowledge and understanding of network tools and services such as ping, nslookup, DNS, and DHCP.
- Understand wireless networking concepts and be able to connect fixed and mobile devices to common wireless network types, including those utilizing encryption and/or auto-authentication.
- Assist in the development of specifications for smart classroom lecture presentation equipment and connectivity for both new facilities as well as the modernization of existing classrooms.
- Incumbent may install, configure and manage complex audio and video equipment used in smart classrooms for presentations.  This will include cabling and end-user interface programming to support device switching and volume control between a touch panel and various components found in classrooms.  Some of these systems will have centralized consoles for scheduling and managing the classroom environment (e.g., video conferencing, lecture capture).
- Oversees and directs the work of others in lead capacity as assigned.
- Maintain a level of formal and self-training in order to remain effective and knowledgeable with current technology standards and codes.
- Maintain performance standards through efficient use of the Districts help desk solution.

*Marginal Functions:*
- Answer questions and help students, faculty and staff to effectively utilize District-owned computer workstations and smart classroom components.
- Assist with maintaining inventory information on hardware and software, as well as a library of hardware and software build forms to communicate and collaborate with assigned instructional support areas.
- Perform other related duties similar to the above in scope and function as required.

## EMPLOYMENT STANDARDS

*Knowledge of:*
- Modern Windows, Apple, and mobile device operating systems, PC printers and other peripherals including diagnostics and troubleshooting techniques.
- Principles of operation of enterprise desktop systems and related equipment.

- Enterprise PC imaging and management tools and software deployment technologies.
- Asset management and change control processes.
- Principles of account management for Windows and Apple directory environments.
- MSI technology uses, OS and software patch management, and Windows and Apple group policies and profile support.
- Software tools used to remotely support personal computers.
- Network service protocols such as DNS, DHCP, SSH, SMTP, LDAP directory services and client/server application dependencies.
- Wireless communication technologies.
- Control system configuration software and components for managing the equipment used in smart classroom environments.
- Basic understanding of video conferencing standards.
- Research techniques to support staying current and for solving technical problems.

*Ability to*:
- Evaluate, install, configure and troubleshoot desktop computer hardware, software, and peripherals and auxiliary equipment.
- Troubleshoot hardware, software or other technical problems within specified area and take appropriate corrective action, including following supervisorial escalation processes when appropriate.
- Effectively use advanced enterprise-wide desktop management tools.
- Actively promote adherence to the District's computer use policies as well as follow other District policies and procedures.
- Work under general supervision by planning and coordinating personal workloads.
- Demonstrate appropriate time management and organizational skills.
- Effectively communicate in both oral and written forms.
- Perform as a lead during projects involving other technology staff.
- Maintain logs, inventories and other required paperwork.
- Effectively utilize the District help desk solution.
- Work effectively and cooperatively as a member of a team and with those contacted in the course of work.
- Interpret and follow both verbal and written instructions accurately and pay attention to the quality of work produced.
- Drive to off-campus District locations.
- Provide excellent customer service.
- Demonstrate a sensitivity to relate to persons with diverse social-economic, cultural, and ethnic backgrounds, including the disabled.
- Adhere to safety standards.
- Serve as a mentor for other staff.

## QUALIFICATIONS

*Education Required:*
- A two-year degree from an accredited college with coursework in computer sciences or

related field.
- An equivalent combination of relevant education, certifications, and work experience may be substituted for the required education.

*Experience Preferred:*

- Three years of experience performing related duties and responsibilities of this position in a professional setting. Hobbyist experience shall not apply.

*Other Required or Preferred Qualifications:*

- While performing the duties in this class, the employee is frequently required to stand, walk, sit, stoop, and kneel.  Also, the employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms and to talk and hear.
- Employee is occasionally required to climb, balance, crouch or crawl.
- The employee must regularly lift and/or move up to 15 pounds, frequently lift and/or move up to 30 pounds, and occasionally lift and/or move more than 75 pounds.  Specific vision abilities required by this job include close vision and color vision as well as the ability to adjust focus.  Work can occur in tight places that may be dirty.
- Microsoft Certified Solutions Associate/Expert certifications are desired.
- California driver license required.

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**APPROVALS**

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| Date Created/Revised: | 08-11-14/05-07-15 |
| Cabinet Reviewed: | 08-19-14 |
| Board Approved: | 12-11-14/12-09-15 |

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