

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: INFORMATION TECHNOLOGY SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of the Area Administrator or assigned supervisor, perform end-user, technical, printing, and clerical support in assigned area; assist in the development and implementation of support materials, training programs, research tools, and support services based on the needs of the Department.

REPRESENTATIVE DUTIES:

Assist users in the operation of computers, software and systems, peripheral equipment, and other office equipment and functions; demonstrate the use of equipment and explain operational techniques; install and configure software, relocate equipment, enable network connectivity, security, troubleshooting; assist users with proper use of software and equipment; assist with other related technology services as required.

Serve as a help desk resource to faculty, staff and administrators with respect to campus technology services, projects and other functions. Provide support to faculty who want to develop instructional web sites, online course materials, instructional technology applications , and systems. Provide trainings and workshops as required. Actively participate in planning sessions and project meetings. Prepare and manage work orders as related to assigned work area, and provide direct support to students, faculty, and staff via phone, email, work order, and in person.

Perform a variety of clerical duties in support of assigned area, including but not limited to maintaining records of work performed and inventory control; prepare and generate reports and records as needed (i.e. prepare billing reports, track printing costs and needs, monitor systems and equipment usage reports, etc.)

Organize, facilitate, and coordinate the campus printing and duplication process; ensure accurate and timely completion of projects and work order requests. Collaborate with vendors and other personnel with respect to technical support and service agreements in assigned functional area; facilitate and coordinate the delivery and implementation of products and services.

Train and provide direction to student workers as assigned; assign and review student work.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:

Microcomputer operations and related information processing.
Operating procedures and practices.
Oral and written communication skills.

Interpersonal skills using tact, patience, and courtesy.

Time management skills.

Reporting techniques skills.

Ability to:

Communicate effectively both orally and in writing.

Use word processing, spreadsheet, and data base business applications.

Provide technical assistance and user support to students, faculty and staff.

Demonstrate and explain the use of computer hardware and software to others.

Troubleshoot malfunctioning equipment and recommend appropriate action.

Organize and oversee technology training operations to promote an effective learning environment.

Maintain current knowledge of software developments and technological advancements in the technology field.

Maintain all records related to usage and parts inventories.

Ensure security of assigned area.

Work with many interruptions.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: AA or AS degree in computer science, information systems, or related field or a minimum of **three (3)** years of experience training users and providing direct end-user technology support in an enterprise environment.

WORKING CONDITIONS:

Duties are primarily performed in an office environment. Incumbents are subject to noise from equipment operation.

PHYSICAL DEMANDS:

Duties require the physical ability to see clearly to operate or transport equipment weighing up to 50 pounds; speak clearly and distinctly to provide information to faculty and staff; employee must see clearly enough to read fine print, operate equipment and distinguish colors.