SYSTEMS SUPPORT SPECIALIST

DEFINITION:
Under general supervision, to provide support to end-user of stand-alone and network application programs and computers, troubleshoot, service, maintain and repair computers, peripheral and other electronics equipment; install and configure personal computer hardware and software; operate various tools and electronic test equipment to troubleshoot and repair equipment; recommend, install, maintain, and troubleshoot multiple server hardware and software systems.

DISTINGUISHING CHARACTERISTICS:
This classification is distinguished from the Senior Systems Administrator which performs the more advanced and difficult System, Network and/or security configurations.

ESSENTIAL DUTIES:
The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

·   Maintains computer network for campus plus all satellite sites; keeps personal computers, servers, hubs, routers running;
·   Installs, operates, maintains, repairs and updates computer systems, components, telecommunications equipment, and software; makes sure computer applications function properly to communicate with each other;
·   Perform duties to assure proper operations of the computer systems and servers for the campus to provide resources for the staff, faculty and students.
·   Configuration and debugging of network desktop clients and systems to include TCP/IP, network printers, security management, and other applications.
·   Create and maintain and resets various user accounts and archives is servers.
·   Participate in the planning, administration and maintenance of technical functions and matters related to multi-vendor equipment and software; assure high technology status for equipment and software utilized in classrooms and laboratories to enhance the College's quality of high-tech instruction.
·   Communicate with various departments to determine current and future technical needs; promote the use of new technology equipment and software for future network expansion.
·   Communicate with vendors and staff regarding software maintenance, materials and product capabilities.
·   Troubleshoot and perform various technical computer and peripheral repair duties including diagnosing system failures and isolating faulty parts; repair or replace parts; contact and monitor equipment maintenance vendors; and verify and test systems before returning to appropriate location.

· Serve as a resource for computer purchase upgrades and emerging technologies; recommend system and software upgrades for increased productivity and compatibility; set up new computers and peripheral equipment.
· Order parts, schedule repairs and complete related paperwork for warranty claims as necessary and may deliver computer hardware to classrooms or other locations as required.
· Install and maintain computer and peripheral equipment for classrooms and offices; schedule equipment usage; troubleshoot and resolve problems.
· Operate a variety of computers, peripheral equipment, diagnostic software, applications software, hand tools and   other assigned equipment.
· Recovers networks, system or equipment when they fail or malfunctions.
· Consult with faculty and staff on equipment evaluations for purchase.
· Adhere to hardware, software, and service standards and polices at all times.
· Prepare and maintain a variety of files and records related to assigned activities.
· Research information utilizing a variety of sources to assist in repairs and upgrading computer, peripheral and electronic equipment; maintain current knowledge of technological advances in the field.
· Attend meetings as assigned; maintain current knowledge of technological advances in the field.
· Drive to various locations to set up and modify new and existing computer workstations.
· Provide assistance to faculty and staff on utilizing computer and software programs including remote access.
· Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

Current computer, network and telecommunications equipment.
PC and Macintosh desktop environments and operating systems.
Commercial software packages and operating systems.
Information systems technology concepts and terms.
Computer hardware peripherals.
Methods and procedures used to install, repair and maintain computer equipment.
Help desk technical customer support.
Technology and product information sources and networks.

Skill in:

Understanding user needs and communicating technical information to non-technical personnel.

Installing operating and maintaining computer equipment.
Describing operational problems with equipment and coordinating troubleshooting and repairs with vendors.
Working effectively with outside vendors.
Handling conflicting demands, time constraints and multiple priorities
Organizing equipment and following maintenance schedules.
Responding to emergency system and equipment failure.
Help desk responsibilities.
Establishing and maintaining effective working relationships with those contacted in the course of work.

Other Requirements:
Must possess a valid California driver's license and have a satisfactory driving record.
ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

> Community college degree or certificate in computing; A+ industry certification; and two years of technical and user support experience.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; color vision to differentiate wiring and electronic components; speech and hearing to communicate in person and by telephone; smell to detect wiring shorts and failures; manual dexterity to operate a computer keyboard, use small tools and move computer equipment; mobility, flexibility and strength to lift up to 50 pounds to move, install and operate computer equipment. Environmental conditions include working under typical office conditions with exposure to dust and allergens; working at heights; and responding to emergency system and equipment failure. This work is performed indoors at campus computer center, in classrooms and various satellite campus locations.