POSITION DESCRIPTION

TITLE: Information Technology Support Specialist
LOCATION: Administrative Service Center
REPORTS TO: Manager, IT Systems and Security
DEPARTMENT: Information Technology (IT)

SUMMARY STATEMENT:
Under the supervision of the Manager, IT Systems and Security, the IT Support Specialist will work within a team environment to troubleshoot IT services, create and maintain records and documentation related to IT services, and perform duties related to use, desktop and server administration.

ESSENTIAL FUNCTIONS:
1. Communicate effectively with students, staff, and the general public by telephone, via e-mail and in writing.
2. Operate and administer current Windows and Chrome operating systems.
3. Provide user support and troubleshoot IT services.
4. Create and maintain user accounts in Active Directory, G-Suite and other systems as required.
5. Work with staff, vendors, and consultants regarding user support, desktop and server administration.
6. Install appropriate software and provide initial training when appropriate.
7. Provide support for network related hardware and software planning.
8. Travel between sites to provide network support as appropriate.
9. Provide ongoing documentation of IT systems, processes and procedures.

OTHER RESPONSIBILITIES:
1. Perform special requests as requested.
2. Perform other related duties as assigned.

PHYSICAL DEMANDS REQUIRED:
- Vision (66-100%)
- Speaking (66-100%)
- Hearing (66-100%)
- Sitting (66-100%)
- Walking (Up to 33%)
- Acceptable Attendance
- Driving (66-100%)
- Bending (Up to 33%)
- Pushing (Up to 33%)
- Pulling (Up to 33%)
- Reaching (Up to 33%)
- Lifting/Carrying Up to 50 lbs. (Up to 33%)
- Use of hands and/or arms for repetitive motion (66-100%)

MENTAL DEMANDS REQUIRED:
- Reading Documents (66-100%)
- Verbal Communication (66-100%)
- Written Communication (66-100%)
- Reasoning (66-100%)
- Math (33-66%)
- Customer Contact (66-100%)
- Problem Solving (66-100%)
- Multiple Concurrent Tasks (66-100%)
- Constant Interruptions (66-100%)
- Detailed Work (66-100%)

Percentages of requirements of physical and mental tasks are only an estimate. Reasonable accommodations for persons with a disability will be considered in order for them to perform the essential functions of the job.

(66-100%) = Continuously  (33-66%) = Frequently  (Up to 33%) = Occasionally

TOOLS AND EQUIPMENT NECESSARY:
IBM/PC (clone), telephone, copy machines, printers, FAX machine, and all other tools and equipment necessary to perform the essential functions as listed above.
MINIMUM QUALIFICATIONS:
(Testing may be required)
1. Demonstrated ability to communicate effectively.
2. High degree of computer literacy with understanding of network principles, LAN/WAN, Active Directory and Windows Services preferred.
3. Experience with administering current Windows operating systems and Microsoft Office/Office 365 preferred.
4. Familiarity with one or more of the following preferred: Microsoft Exchange server, SQL Server, UNIX/Linux administration, firewall administration, backup administration.
5. Demonstrated ability to perform tasks accurately and in accordance with established guidelines.
6. Demonstrated organizational skills and a commitment to follow through.
7. Demonstrated ability to perform under conditions of constant interruption and perform under deadline pressure.
8. Demonstrated ability to problem solve, analyze, document and resolve related issues.
9. Demonstrated ability to maintain confidentiality of sensitive information.
10. Willingness to travel.
11. Must be able to travel from location to location to perform tasks.
12. Must possess a current valid motor vehicle license.
13. Demonstrated ability to establish and maintain positive relationships with others as part of a team.

260-261 Days Per Year (Includes Holidays)
8 Hrs. Per Day

PSE: _______________________________ Date: ________________

District: ______________________________ Date: ________________

New [☑]
Revised Date: 10/20/2017
Classification: Professional Technicians – Office Clerical
Class: Class I
Display on Web? Yes

Information Technology Support Specialist