TITLE: Software Support Specialist  
LOCATION: Administrative Service Center  
REPORTS TO: Coordinator, Technology Project and Services  
DEPARTMENT: Information Technology (IT)

SUMMARY STATEMENT:  
Under the supervision of the Coordinator of Technology Project and Services, the Software Support Specialist supports software procurement, installation and maintenance, as well as works with related hardware issues as part of supporting District technology users.

ESSENTIAL FUNCTIONS:  
1. Communicate effectively with staff and the general public in person, by telephone, via E-mail, and in writing.  
2. Configure, install, and test computer operating systems, software applications, and hardware divers as necessary.  
3. Provide technical support for acquisition of software and related hardware and peripherals.  
4. Provide user support answering software questions and troubleshooting software-generated problems.  
5. Troubleshoot software problems, working with outside vendors as appropriate.  
6. Provide support for users in Citrix environment.  
7. Ensure compatibility between software and hardware systems.  
8. Coordinate a District-wide inventory of software with Information Technology Fiscal Clerk.  
9. Work with and assist in training student workers as necessary.  
10. Test new software and provide support on new systems as necessary.  
11. Provide for training and support of standardized software.  
12. Provide support for electronic mail and related data bases.  
13. Travel from location to location to accomplish tasks.  
14. Transport students and other workers to job sites.

OTHER RESPONSIBILITIES:  
1. Perform other related duties as assigned.

PHYSICAL DEMANDS REQUIRED:  
- Vision (66-100%)  
- Speaking (66-100%)  
- Hearing (66-100%)  
- Sitting (66-100%)  
- Walking (33-66%)  
- Standing (66-100%)  
- Reaching (66-100%)  
- Pushing/Pulling (66-100%)  
- Bending/Stooping (33-66%)  
- Writing (33-66%)  
- Driving (66-100%)  
- Lifting/Carrying up to 75 lbs (33-66%)  
- Acceptable Attendance  
- Use of hands and/or arms for repetitive motion (66-100%)

MENTAL DEMANDS REQUIRED:
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:
Dell and IBM/PC (clone), telephone, copy machine, FAX machine, calculator, printers, modem, Internet access, and all other tools and equipment necessary to perform the essential functions as listed above.

MINIMUM QUALIFICATIONS:
1. A minimum of two years of experience in providing software support required.
2. A minimum of one year Local Area Network experience preferred.
3. Demonstrated ability to work independently with a minimum of supervision.
4. Working knowledge of software and hardware system configurations, including operating systems for Dell and IBM/PC (clones)-DOS, Windows required.
5. Must possess a high degree of microcomputer literacy, including experience with word processing, spreadsheets, databases, and communication software preferred.
7. Demonstrated ability to communicate effectively.
8. Demonstrated ability to operate the equipment as listed in the tools and equipment area above.
9. Demonstrated ability to perform tasks accurately and in accordance with established guidelines.
10. Demonstrated ability to handle multiple priorities at one time.
11. Demonstrated ability to perform under conditions of constant interruption and perform under deadline pressure.
12. Must be able to travel from location to location to accomplish tasks.
13. Must possess a current valid motor vehicle license.
14. Must be able to be insured through District's insurance carrier.
15. Must be able to acquire and keep current a Type II driver's license in order to transport students.
   Driving abstracts will be required.
16. 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: _______________

Revised Date: 08/05/2008
Classification: Professional Technicians (PSE)
Class: Class VIII
Display on Web? Yes

Software Support Specialist