Long Beach Community College District

CLASS SPECIFICATION
Senior Technical Support Specialist

FLSA Status: Non-exempt
EEOC Job Category: Technicians
Union Representation: Represented

GENERAL PURPOSE
Under general supervision, performs complex and responsible systems and network support and administration functions for District computers, servers, email systems and network operating system platforms; installs and configures servers, workstations and other devices; provides second- and third-level problem resolution and technical support services to information technology customers for the operation and use of personal computer and peripheral equipment, local and wide area networks, Internet and Intranet services and various server platform connections; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Senior Technical Support Specialist is the advanced journey-level class in the information technology user support class series. Incumbents provide a variety of complex and responsible services to Information Technology customers intended to assist them in making effective use of computer hardware, standard and specialized software, networks, servers, peripheral equipment, devices and other technology tools to meet District operating and business requirements. Incumbents are expected to maintain assigned systems and provide second- and third-level problem resolution and technical support services with high reliability and a minimum of supervision and direction.

Senior Technical Support Specialist is distinguished from Senior Network Administrator in that an incumbent in the latter class is responsible for the design, development, installation and administration of the District’s network infrastructure.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Provides support, administers and maintains assigned networks, servers, computers and operating system platforms; plans, builds, installs, configures, maintains and repairs a variety of servers, routers, switches, wireless access points, computer lab and staff workstations and other devices; installs, sets up or relocates, configures, repairs and supports PC hardware and software and peripherals; installs software and software upgrades and configures synchronization; pulls, terminates and repairs data cables for high speed data connections; plans server hardware and software upgrades, switch replacements, access point installation and IOS updates; designs, configures and implements static and dynamic internet protocol addresses and manages network addresses; monitors network accounts, group memberships, connection protocols and streams and manages shares; grants access to server resources; develops and implements policies and definitions for District-wide antivirus...
protection and new client applications; manages the active directory of system objects used by the District; assists in designing, analyzing and evaluating network functions, performs audits and ensures operating systems and networks are performing properly; installs, tests and configures applications and new software functionalities to applicable servers and platforms; supports District and departmental software applications; administers user accounts, including network security, user profiles and user/group access and rights; works with vendors to resolve hardware and software issues.

2. Serves as email postmaster and participates in the administration of the District’s exchange email system; creates, disables and manages user mailboxes; deploys and maintains appropriate server infrastructure, including antivirus and anti-spam solutions; monitors server security; performs system defragmentation and disaster recovery functions; provides and maintains remote email access; participates in developing standards and policy guidelines for email use and operation.

3. Receives, documents, diagnoses and resolves trouble tickets and requests for technical assistance from customers on computers, peripheral equipment, local and wide area networks, Internet and Intranet services, various server platform connections and remote access; researches, troubleshoots, diagnoses and resolves the more difficult, third-level hardware, software and network connectivity problems to minimize system downtime, including performance degradation, problems in interactions between hardware, software and network operating systems and hardware/disk failures; configures, maintains and troubleshoots servers, workstations, laptops, printers and other peripheral equipment and hardware.

4. Interviews, analyzes and documents end user system and network requirements; researches, tests and evaluates vendor hardware and software products; evaluates products for their conformance with customer requirements and compatibility with the District’s operating system and network environment; makes recommendations on the selection and purchase of hardware and software.

5. Maintains technical system and configuration documentation and logs and maintains technical knowledge base; documents network components, such as network diagrams and schematics, physical hardware, cabling and changes to systems; documents network history, such as business environment, user information, past system problems, usage patterns and baseline information; prepares and updates training manuals and policy guidelines for system use and operation.

6. Serves as liaison between District departments, vendors and end users; coordinates with vendors on warranty repairs to network servers, workstations, hardware and other equipment.

OTHER DUTIES

1. Trains end users on specialized District systems.

2. Monitors trends and developments in systems, networking and multi-platform communication technologies.

3. Attends a variety of meetings, conferences, seminars and training sessions.
QUALIFICATIONS

Knowledge of:
1. Operating system architecture, characteristics, commands and components applicable to District computer platforms.
2. Principles, practices and methods of systems and network administration and maintenance, including procedures for establishing network connectivity.
3. Network architecture and basic theory and principles of network design.
4. Basic principles and practices of systems analysis and design.
5. Advanced methods, principles, practices and techniques for troubleshooting and determining the causes of system, computer and PC hardware problems and device errors and failures.
6. Cable and wiring standards.
7. Desktop and portable computers, including hardware and software installation, operation and maintenance.
8. Standard business support software, including word processing, spreadsheet, presentation, graphics and database programs.
9. Federal, state and local laws, codes and regulations pertaining to the use of computer hardware and software.
10. Disaster planning and recovery techniques.
11. Internet/intranet technologies and techniques and network e-mail systems.
12. Project management tools and techniques.

Ability to:
1. Analyze complex problems, evaluate alternatives and make sound recommendations.
2. Plan, organize and complete tasks efficiently and in accordance with District quality standards.
3. Troubleshoot, diagnose and resolve complex and ambiguous computer and PC hardware and software problems and failures of varying difficulty efficiently and effectively.
4. Configure, maintain, manage and tune the operations of complex operating and network systems to achieve optimal technical performance and user support.
5. Understand and apply the analysis of functional requirements to the development of proposals, specifications and recommendations for efficient, cost-effective systems and technology solutions.
6. Obtain accurate and complete information from customers, in person and by telephone, to identify their needs and problems and develop responses and solutions.
7. Troubleshoot complex system, hardware, software and network connectivity problems and make or recommend modifications.

8. Install and configure PCs, peripheral equipment, devices and other technology tools.

9. Prepare clear, concise and accurate program documentation, reports of work performed, and other written materials.

10. Make sound, independent judgments within established guidelines.

11. Communicate clearly and effectively, both orally and in writing.

12. Establish and maintain effective working relationships with District management, staff, vendors and others encountered in the course of work.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is an Associate’s degree in computer technology or a closely related field; and five years of progressively responsible experience in computer systems, network and/or customer support in an information systems operating environment similar in size and complexity to that of the District; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. Employees are regularly required to stand and walk; crouch, stoop, kneel and bend; and lift up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant
interruptions, and interact with District management, staff, vendors and others encountered in the course of work

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet. Employees also frequently perform work in customers’ offices and other locations where the noise level is normally quiet. Some work is performed in confined spaces, tunnels, crawlspace, basements, trenches, attics, ceilings, raceways, conduits, ladder racks, boiler rooms, on roofs and under trailers; near moving mechanical equipment and heavy traffic; on uneven or slippery surfaces; and employees may be exposed to outdoor weather conditions, airborne dust and particles, extreme temperatures and humidity, biological hazards, fumes and the risk of electrical shock; and the noise level may be very loud. Some work involves climbing ladders and working in high precarious places.