LONG BEACH COMMUNITY COLLEGE DISTRICT

CLASSIFICATION SPECIFICATION

Technical Support Specialist

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

GENERAL PURPOSE

Under general supervision, performs routine to complex and responsible systems and network maintenance and support functions for District computers, networks and devices; installs and configures servers, workstations and other devices; provides second-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

Technical Support Specialist is the entry-level professional class in the information technology user support class series. Incumbents provide a variety of routine to complex services to information technology customers intended to assist them in making effective use of computer hardware, standard and specialized software, peripheral equipment, devices and other technology tools to meet District operating and business requirements. Incumbents are expected to provide support and second-level problem resolution and technical support services with high reliability and a minimum of supervision and direction.

Technical Support Specialist is distinguished from Senior Technical Support Specialist in that incumbents in the latter class are responsible for performing the most complex and workstation and network maintenance and support functions and provide third-level problem resolution and technical support services to information technology customers.

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; builds, installs, configures, maintains and repairs a variety of servers, computer lab and staff workstations, peripherals and other devices; installs, sets up, relocates, configures, customizes, troubleshoots, repairs, maintains, recycles and supports PC hardware and software and peripherals; installs software and software and memory upgrades; creates and deploys images for computer labs and develops scripts to automate processes; installs, tests and configures applications and new software functionalities to applicable servers and platforms; supports District and departmental software applications.
2. Sets up shared directories and printers; transfers files between different operating systems; performs desktop and service pack upgrades and updates; creates, maintains, modifies, assigns, monitors and maintains network user accounts and domain structure, including network security, user and computer profiles and accounts, user/group access and rights.

3. Installs, configures, troubleshoots and administers user email accounts; issues network and email user logins and passwords; installs, pulls, terminates and repairs data wiring and cables for high speed data connections; activates and troubleshoots network ports as needed; updates patches and antivirus software on workstations; archives data and performs data backups and restorations; works with vendors to resolve hardware and software issues.

4. Receives, documents, diagnoses and resolves assigned trouble tickets and requests for technical assistance from customers on computers, peripheral equipment, network services, various server platform connections and remote access; researches, troubleshoots, diagnoses and resolves second-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; performs hardware preventative maintenance duties and replaces worn or malfunctioning parts and equipment.

5. 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.

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

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

3. May maintain and update a department’s website; ensures dynamic links to databases are active and updated.

4. May maintain multimedia laptops and lecture hall computers; assists in installing projectors and audio-visual equipment; assists with Crestron system administration and programming.

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. 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. Internet/intranet technologies and techniques and network e-mail systems.

**Ability to:**

1. Troubleshoot, diagnose and resolve computer and PC hardware and software problems and failures of varying difficulty efficiently and effectively.

2. Obtain accurate and complete information from customers, in person and by telephone, to identify their needs and problems and develop responses and solutions.

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

4. Troubleshoot routine to difficult system, hardware, software and network connectivity problems and make or recommend modifications.

5. Plan, organize and complete tasks efficiently and in accordance with District quality standards.

6. Read, understand and interpret technical manuals, documentation, schematics, blueprints and other materials applicable to the work.

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

8. Understand and follow written and oral instructions.

9. Make sound, independent judgments within established guidelines.

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

11. 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 graduation from high school or G.E.D. equivalent; completion of college-level work in computer science, management information systems or a closely related field; and two years of progressively responsible experience in providing 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 data, information and documents; analyze and solve 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.