

KERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: IT SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of assigned supervisor, assist with the support of Systems Infrastructure district wide including Servers, Operating Systems, Virtualization, Enterprise Storage (SANs), Backup and Recovery Systems and Microsoft Technologies such as Active Directory and the Microsoft 365 Family of Cloud Services.

Install and support desktops, laptops, application software, printers, computer labs and related technology for Faculty, Staff and Administrators in person, via telephone or with the use of remote access tools.

Serve as liaison between KCCD's Managed Tier-1 Support Provider and the various IT support groups within KCCD.

DISTINGUISHING CHARACTERISTICS:

The IT Support Specialist is distinguished from the Systems Support Specialist I by an exclusive and added area to assist with Systems Administration type duties.

REPRESENTATIVE DUTIES:

Assist with research, installation and maintenance of backend IT Systems Administration services needed to support functions such as Device management, Device Security, Software patching and Software deployment.

Utilize, evaluate, and provide input on Systems Administration support processes and tools.

Assist with support of Systems infrastructure district wide.

Leverage Active Directory capabilities such as group policies, printer resources, shared directories, containers, and groups needed to effectively support end-users.

Assist with Cross-Training of and Knowledge Transfer to College IT staff in Life Cycle management for end-user devices (Workstations, Laptops, Tablets, etc...).

Coordinate and/or lead district wide IT working groups for Tech Support or Systems Infrastructure related initiatives such as standardizing and utilizing best practices for patching end user devices.

Working collaboratively across all of IT, provide IT support for faculty, staff and administrators and ensure timely IT problem resolution or escalation to IT support staff located throughout KCCD (District Office, College sites).

Create, update, track and complete cases in KCCD IT's Help Desk tracking system, for all IT problem and training requests from end-users.

Assist with the development and promotion of self-help resources such as Knowledge base articles, online training resources and end-user documentation utilized by KCCD students, faculty, and staff, as well as KCCD IT staff and Help Desk agents.

Maintain records and documentation for asset management and hardware replacement planning purposes.

Maintain, update and track inventory of District software licenses.

Receive, prioritize, and complete individual and group requests for hardware or software moves, adds, and changes.

Help provide hands-on training to users in the use of hardware and software and ensure end users are aware of what hardware and software is available for their use and how to obtain support for all IT services.

Handle end-user requests for hardware and software pricing and quotes.
Assist with software installation, patch management and inventory management.

Undertake appropriate professional development opportunities to stay current on needed job skills and knowledge.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE (USE, CONFIGURATION, INSTALLATION, TROUBLEHOOTING) OF:

Modern enterprise level Information Technology Systems and processes.

Microsoft Technologies such as Active Directory (i.e. Group Policy, User Management, etc.) and Microsoft 365 Cloud Services

Virtualization (i.e. VMWare, Windows HyperV)

Networking (Wired, Wireless, TCP/IP).

Backup and Recovery solutions and practices.

Workstations, Servers, Switches, Laptops, Printers, Copiers, Mobile devices, and related peripherals.

Common client operating systems (i.e. Windows, MacOS)

Common software applications (i.e. Microsoft Office, Adobe, Internet Browsers, etc.).

Client Security software and techniques.

Uses, capabilities, characteristics, and limitations of computer and related equipment.

ABILITY TO:

Perform a variety of technical duties in the implementation, operation, maintenance, repair and diagnosis of computers, networks and campus server applications.

Install, maintain and support a variety of software packages.

Read, comprehend and apply general instructions and technical documentation.

Train or assist users in the use of technology

Work independently with little direction.

Work collaboratively across many IT and non-IT work groups.

Understand and follow oral and written instructions.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Set, prioritize, manage and meet realistic deadlines in a high-pressure environment.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to: Associate degree in computer science, management information systems or related field and 2 years increasingly responsible experience in workstation, server, a local-area networking and server application support.

OR

High school diploma, GED or equivalent certificate of competency and four years of work experience such as described in the representative duties section of the specification.

WORKING CONDITIONS:**ENVIRONMENT:**

Indoor environment.

Evening or variable hours.

PHYSICAL DEMANDS:

Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

1. Seldom = Less than 25 percent
2. Occasional = 25-50 percent
3. Often = 51-75 percent
4. Very Frequent = 76 percent and above

2 a. Ability to work at a desk, conference table or in meetings of various configurations.

3 b. Ability to stand for extended periods of time.

2 c. Ability to sit for extended periods of time.

- 4 d. Ability to see for purposes of reading printed matter.
- 4 e. Ability to hear and understand speech at normal levels.
- 4 f. Ability to communicate conversationally so others will be able to clearly understand.
- 3 g. Ability to bend and twist.
- 3 h. Ability to lift 50 lbs.
- 3 i. Ability to carry 50 lbs.
- 4 j. Ability to operate office equipment.
- 3 k. Ability to reach in all directions.

This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals so classified.