

KERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: SYSTEMS SUPPORT SPECIALIST II

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of technical duties to troubleshoot, repair and optimize the college's information technology systems and applications; These systems include the data and voice networks, servers, workstations, printers, software and applications used by college employees and students; provide technical leadership for streamlining the support and delivery of technology services at the college; work collaboratively with district wide IT resources in support of core standardized services such as networks, servers, voice, storage, power management, security and applications.

DISTINGUISHING CHARACTERISTICS:

The Systems Support Specialist II is distinguished from the I by a focus on servicing a broader and more complex range of equipment, systems and applications, providing lead direction and working with campus users and IT department staff to adapt and improve technology services.

REPRESENTATIVE DUTIES:

Perform Installation, configuration and support duties for network (wired, WIFI), server and related infrastructure in alignment with district wide IT operations, architecture, processes and standards.

Install, maintain, support and troubleshoot campus specific applications.

Support the use of Active Directory group policies, printer resources, shared directories, containers and groups in alignment with district wide IT operations, architecture, processes and standards.

Install, maintain, troubleshoot and repair a variety of computers, laptops, printers and related hardware.

Perform small campus network cabling projects in alignment with district wide IT standards and provide input on larger cabling projects for the campus.

Lead and coordinate working groups to address, and report on issues identified by IT Managers team.

Working with district wide IT resources (Campus, District, Help Desk, etc.), assist in identifying and implementing changes for support processes that need improvement.

Provide support for advanced peripherals.

Assist with the monitoring, identification and problem resolution of campus Data Center and IDF environmental issues (HVAC, humidity, power, cleanliness, etc.)

Work with District IT teams in troubleshooting and resolving campus IT problems, implementing IT projects, and replacing hardware and software as needed.

Coordinate with campus technicians to develop and implement an effective strategy, architecture and processes for lab imaging.

Coordinate with campus technicians to develop and implement desktop configuration, installing, updating, patching, software distribution, inventory, security and licensing tracking standards.

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

Maintain, update and track inventory of software licenses used on campus.

Create and maintain accurate and complete support documentation related to areas of responsibility for both local needs and helpdesk support (.i.e. knowledge base content).

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

Work with hardware and software manufacturers' support in handling and if necessary escalating warranty repair and parts replacement issues.

Receive, prioritize, and respond to Help Desk Service tickets, incoming calls, and e-mails regarding PC hardware and software problems and work toward attainment of key support goals such as average response time, mean time to repair, end-user satisfaction and number of problems resolved within a given period.

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.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

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

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

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

Local Area Networks (Wired, Wireless, TCP/IP)

Active Directory (i.e. Group Policy, User Management, etc...)

Cabling

Client Security software and techniques

Effective Project and Time Management

Vendor relationship management

Extreme Networks, Aruba Networks, Dell (PCs, Laptops, Servers), Trend Office Scan (Preferred)

Record-keeping techniques

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 in various.
Read, comprehend and apply general instructions and technical documentation.
Train or assist users in the use of technology
Generate and maintain reports and related records.
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.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to: Associate's degree in computer science, management information systems or related field and 3 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 five 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 3. Often = 51-75 percent
- 2. Occasional = 25-50 percent 4. Very Frequent = 76 percent and above

- a. Ability to work at a desk, conference table or in meetings of various configurations.
- b. Ability to stand for extended periods of time.
- c. Ability to sit for extended periods of time.
- d. Ability to see for purposes of reading printed matter.
- e. Ability to hear and understand speech at normal levels.

- f. Ability to communicate so others will be able to clearly understand a normal conversation.
- g. Ability to bend, twist, stoop and kneel.
- h. Ability to lift 50 lbs.
- i. Ability to carry 50 lbs.
- j. Ability to operate office equipment.
- 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.