Senior IT Customer Support Technician
State Center Community College District

Job Title	Senior IT Customer Support Technician
Department	
Institution	State Center Community College District
	Fresno, California
Date Posted	Jul. 10, 2024
Application Deadline	07/26/2024
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
Apply Online Here	https://apptrkr.com/5401525
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Job Description

Senior IT Customer Support Technician

Salary: $80,966.00 - $99,578.00 Annually
Location: Districtwide, CA
Job Type: Permanent
Division: DO Personnel Commission
Job Number: 2024048
Closing: 7/26/2024 11:59 PM Pacific

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General Purpose

Under general supervision, performs the more advanced information technology (IT) technical and customer service functions in providing technical support to staff, faculty, administrators and students by diagnosing, troubleshooting, repairing, installing and maintaining computers and related hardware, software, mobile devices and peripherals in physical and virtual environments, including computer labs; serves as project manager for large-scale technology deployment and other similar projects; assists with network and operating system maintenance functions; may provide lead guidance and training to other IT Customer Support Technicians; and performs related duties as assigned.

Essential Duties & 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. Receives, records, organizes, prioritizes and responds or assigns other technicians to respond to help desk tickets, incoming calls, end-user walk ins and emails regarding a wide range of computer-related hardware and software problems of varying degrees of technical difficulty; monitors the status of open help desk tickets and provides follow-up support until issues are resolved; documents the resolution of user support requests in the help desk application database.
2. Takes responsibility for helpdesk configuration, operation and maintenance, and leads cross-functional teams to define and document helpdesk use cases, associated workflows, routing requirements, and service level agreements. Assists lower-level staff with escalated situations or more complex issues, leads cross-functional teams to define and develop end-user problem-resolution plans; tracks milestones and deliverables, responds to issues if necessary and provides feedback to management.
3. Installs and configures desktop computers, mobile devices, VoIP devices, printers, scanners, readers and other peripheral equipment and runs tests to ensure proper equipment functioning; installs and configures network printers and performs printer troubleshooting and maintenance; performs hardware and software tests using diagnostic and testing equipment and communicates with vendors as needed to identify and resolve technical issues; may install and provide user support for Apple devices and related software.
4. Configures and administers network server application software as assigned; installs and connects cables, IP cameras, wireless access points, WiFi, network cards and other network

access components; works with network administrators in performing network switch configurations and troubleshoots problems at the switch level.

5. Builds user computer image profiles including custom images and software updates; serves as project manager for and participates in deploying images for staff, administrators, faculty and computer labs; develops scripts to automate image deployment processes; plans, schedules, manages and completes computer lab replacement projects; may install complex software packages manually; tests and configures applications and new software functionalities to applicable servers and platforms including specialized systems to meet predefined departmental and Americans with Disabilities Act (ADA) requirements; configures virtual machines; verifies software license compliance; consults and works with Academic Technology Systems Specialist on student system-related issues.

6. Provides end-user training in the proper use of hardware, software and computer-related equipment; helps ensure end users are aware of available technologies and how to obtain support for all information technology services; educates users on the importance of system security and methods for reporting spam and phishing on group access software and devices; identifies and escalates suspicious cases to other IT staff for urgent action and/or further investigation.

7. Installs, configures, patches, upgrades and maintains computer operating systems and applications software as assigned while ensuring compliance with defined requirements and compatibility with the network before release to users; modifies software to satisfy user requirements; analyzes computer and software needs for future expansions.

8. Assists a Network Administrator or Systems Administrator in creating folders, file shares and network connections; performs Active Directory maintenance such as creating security groups, distribution groups, user and computer accounts and applying rights and permissions to users; adds/deletes user permissions and VPN access rights; may assist with system administration including installing, configuring and troubleshooting operating systems, user accounts and applications; runs utilities to update and configure licensing servers.

9. As assigned, administers the district's help desk application; reviews help desk statistics and surveys, analyzes trends, identifies chronic problems, performs root-cause analysis prepares reports to managers; works with other customer support technicians, technical IT staff, vendors and managers to find solutions for reducing or eliminating issues.

10. As assigned, provides Districtwide enterprise application support of print server and scanning software, web-based software, student systems such as Colleague, SQL reporting software and other specialized enterprise applications; creates new users and passwords and manages permissions; modifies data utilizing administrative rights

11. Performs or participates in performing technology research on software requests received from users to evaluate integration issues, hardware infrastructure support requirements and ongoing

maintenance needs; works with software vendors to perform initial product reviews and set up user demonstrations; prepares recommendations on software acquisitions.

12. Prepares requests for the purchase of hardware and software to meet new and replacement needs; participates in maintaining detailed inventory records of hardware, software and computer-related equipment using District asset management systems; provides input and recommendations on hardware specifications required to meet the computing needs of end users; as assigned, obtains bids and cost quotes, and orders and receives of hardware, software and computer-related purchases; disposes of obsolete assets following established procedures; may function as lead for college hardware and software procurement and licensing compliance.

13. Assists with forecasting and planning for the established cycle replacement or upgrading of desktop, laptop, printer and related technology assets; maintains proper hardware replacement planning information.

14. Performs minor repairs and replaces parts on technology-related equipment; contacts computer manufacturers' technical support representatives for in-depth triage of computer issues and software, equipment specifications, repairs and replacement parts; tracks, registers and ensures compliance of equipment warranties and licenses and maintains related documentation for departmental workflow and warranty claims as necessary; returns hardware under warranty to vendors for replacement. May provide input in selecting, training and providing day-to-day lead work guidance and direction to lower-level IT Customer Support Technicians; assigns, schedules and monitors work for completeness, accuracy and conformance with District, department and legal/regulatory requirements and standards; monitors workflow to ensure mandated deadlines are being met in an optimal manner; provides information, instruction and training on work procedures and technical, legal and regulatory requirements; provides input to supervisor on employee work performance and behaviors.

15. Creates and maintains a variety of documents including configuration information, installation procedures, standard user instructions, training materials and statistical or other reports.

16. Trains, mentors and provides work shadowing opportunities to student workers and interns on computer technologies, hardware and software; trains and coaches student workers on proper methods for responding to help desk calls; oversees and reports on the performance of assigned work and projects such as assembling and testing computers, running software updates, conducting inventories and troubleshooting routine helpdesk calls following instructions.

17. May deliver, install, set up, configure and demonstrate the operation of video-conferencing equipment for meetings and special events;

18. Demonstrates sensitivity to and understanding of historically minoritized groups and participates in professional development activities to increase cultural competency to enhance equity-minded practices within the District.

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OTHER DUTIES

1. May provide audio/visual support in classrooms and events; installs and replaces projector screens, large format monitors and ceiling mounts in classrooms, requiring the use of hand tools, ladders and safety practices when working with electricity; installs, configures and maintains portable units; runs and terminates network, audio and video cables; sets up microphones, sound mixers, loudspeaker stands, amplifiers, video recording equipment and various electrical cords, power strips and associated cables for special events; performs sound checks and video checks.
2. Attends various meetings and may serve on committees and task forces.
3. Utilizes online and other resources to keep current on rapidly changing technologies and trends in hardware and software troubleshooting, automation technologies and other changes that could improve IT end-user support for the District.
4. Troubleshoots malware, ransomware and other viruses following established procedures.
5. Performs related duties as assigned.

Employment Standards / Minimum Qualifications

1. Extensive knowledge of multi-platform hardware, operating systems, software and peripherals.
2. District or campus help desk software, functions, policies and procedures.
3. Methods and procedures applicable to advanced problem resolution and technical support services for end users in the operation and use of computers, peripheral equipment and various network connections.
4. Best practices, methods and equipment used in troubleshooting and determining the causes of system, computer, application and hardware problems and device errors and failures.
5. Operational characteristics of various computer systems and operating environments used throughout the District or campus; operation and application of a wide variety of computer applications and network software.
6. Automated image and software deployment technologies and processes.
7. District processes and tools used to build and deploy computer system images.
8. Tools, equipment and safety practices used in maintenance and repair of computers and peripheral equipment.
9. General principles of design, development, implementation and operation of voice, video, storage and data networks.

10. Best security practices to ensure protection against potential security threats such as viruses, malware, and spam.
11. Effective customer service practices and etiquette
12. New trends and developments in computer and network technology.
13. Documentation procedures and recordkeeping and report preparation techniques.
14. Research techniques, methods and procedures.
15. Methods and practices of developing and providing user training.
16. Applicable federal, state and local laws, rules and regulations [including OSHA rules and regulations if applicable].
17. Proper English usage including grammar, spelling and punctuation.
18. Safety policies and work practices applicable to the work being performed.

Skills and Abilities to:

1. Organize, prioritize and respond to user support requests in a high-volume work-ticket environment.
2. Obtain accurate and complete information from end users, in person and by telephone, to identify their needs and problems and develop responses and solutions.
3. Troubleshoot, diagnose and resolve complex and ambiguous computer hardware, software and network connectivity problems and failures.
4. Utilize diagnostic test procedures and equipment.
5. Provide prompt and appropriate technical support service to information system end users.
6. Maintain accurate inventory of computer hardware and software components.
7. Write instructions in a manner that can be understood by end users with different levels of computer literacy.
8. Prepare clear, concise and accurate systems documentation and reports of work performed.
9. Analyze problems, evaluate alternatives and recommend or adopt effective courses of action in accordance with established policies and procedures.
10. Set priorities and exercise sound judgment within areas of responsibility.
11. Understand, interpret, explain and apply applicable laws, codes, regulations, policies and procedures.
12. Effectively engage and support historically minoritized groups by addressing issues of equity and improving culturally responsive service-oriented practices.
13. Communicate effectively, both orally and in writing.
14. Understand and follow written and oral instructions.
15. Operate a computer and use standard business software.
16. Establish and maintain effective working relationships with all those encountered in the course of work.

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EDUCATION AND EXPERIENCE
An associate degree in computer information systems, computer science, information technology, computer engineering or a closely related field, and at least four years of progressively responsible experience in providing customer support services to computer end users in a local area network (LAN) environment; or an equivalent combination of training and experience.

Experience in an information systems environment similar in size and complexity to that of the District is preferred.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS
A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program.

PHYSICAL AND MENTAL DEMANDS
The physical and mental demands described here are representative of those that must be met by employees 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 class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk, stand, stoop, kneel, bend, crouch ascend and descend ladders and stairs; must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds with assistance.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands
While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work under intensive deadlines; and interact with District managers, administrators, faculty, staff, and others encountered in the course of work.

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

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Employees work under typical office conditions, and the noise level is usually quiet. Some work requires using ladders and stairs.

The employee may be required to travel to locations other than assigned work site and to adjust to work schedule changes and requirements to work overtime.

Assessment Process

APPLICATION SUBMISSION To move forward in the selection process, you must complete an online application through our web site at http://www.schooljobs.com/careers/scccd. Please attach to your application a copy of your transcripts (including when degree was awarded) or your application may be considered incomplete. Resumes may also be uploaded but cannot be used in lieu of a completed application.

ONCE YOU HAVE SUBMITTED YOUR APPLICATION YOU WILL NOT BE ABLE TO MAKE REVISIONS TO YOUR APPLICATION MATERIALS.

When completing the application, please make sure you include ALL current and previous employment in the Work Experience section of the application and complete ALL fields, including the name and contact information for your supervisors. Experience that is included in the resume but not in the Work Experience section of the application may not be considered for the purpose of determining whether you meet the minimum qualifications.

All required documents must be submitted by the applicant. Personnel Commission staff will not upload your documents for you. The State Center Community College District does not accept letters of recommendation for classified positions. Please do not attempt to attach letters of recommendation to your application.

APPLICATION REVIEW AND ASSESSMENTS
The application review process includes an evaluation of training and experience based on given application information and answers to supplemental questionnaire. Only the most qualified applicants, who pass the minimum qualifications review, will be invited to the assessment process.

The assessment process will include a competency assessment (40% weight) and an oral interview assessment (60% weight). Of those achieving a passing score on the competency assessment, only the highest-scoring candidates, plus ties, will be invited to the oral interview assessment. The passing score is 75% out of 100% on each assessment section.

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INITIAL ASSESSMENT TENTATIVELY SCHEDULED AS FOLLOWS: COMPETENCY ASSESSMENT: August 6, 2024
ORAL ASSESSMENT: August 15, 2024

The assessment process / assessment date is subject to change as needs dictate. All communication regarding this process will be delivered via email to the address listed on your application.

ELIGIBILITY LIST
Candidates who attain a passing score on each part of the assessment will be placed in rank order on a districtwide Open-Competitive List. Using the same process, a separate Promotional List will be established and both Lists will be used concurrently. Unless otherwise indicated, the eligibility list will be used to fill current vacancies for at least six months. **The current vacancy is at Madera CommunityCollege and Fresno City College**.

PASSING THE ASSESSMENTS AND BEING PLACED ON THE ELIGIBILITY LIST DO NOT GUARANTEE AN OFFER OF EMPLOYMENT.

ACCOMMODATIONS
Individuals with disabilities requiring reasonable accommodation in the selection process must inform the State Center Community College District Personnel Commission Department in writing no later than the filing date stated on the announcement. Those applicants needing such accommodations should document this request including an explanation as to the type and extent of accommodation needed to participate in the selection process.
SCCCD is an equal opportunity employer committed to fostering innovation and inclusivity. We respond proactively to the diverse needs of the community and welcome individuals excited to join our District's purpose to support student success both locally and globally. United, we the faculty, classified professionals and administrators pledge to treat all applicants and employees fairly and equitably.

To apply, visit https://www.schooljobs.com/careers/scccd/jobs/4564702/senior-it-customer-support-technician

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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

State Center Community College District

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