

IT Customer Support Technician
State Center Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=248106>

Downloaded On: Nov. 2, 2024 5:20am

Posted Nov. 1, 2024, set to expire Nov. 22, 2024

Job Title	IT Customer Support Technician
Department	
Institution	State Center Community College District Fresno, California
Date Posted	Nov. 1, 2024
Application Deadline	11/22/2024
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
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Job Description

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IT Customer Support Technician

Salary: \$76,411.00 - \$93,975.00 Annually

Location: Districtwide, CA

Job Type: Permanent

Division: DO District Office

Job Number: 2024089

Closing: 11/22/2024 11:59 PM Pacific

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General Purpose

Under general supervision, provides technical support to administrators, staff, students and faculty by diagnosing, troubleshooting, repairing, installing and maintaining computers and related hardware, software, mobile devices and peripherals in physical and virtual environments, including computer labs; may assist with hardware and software procurement, licensing compliance and asset management; may perform network and operating systems maintenance functions following established procedures; 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. Responds to help desk tickets, incoming calls, customer walk ins and e-mails regarding computer-related hardware and software problems involving desktop/laptop hardware, software, printers, peripheral equipment, server/network connectivity, mobile devices and specialized applications; monitors the status of open help tickets and provides follow-up support until issues are resolved; diagnoses and documents more complex or severe error events and escalates such cases to appropriate senior staff for action; documents the resolution of user support requests in the help desk application database.
2. Assists end users with issues and problems of varying difficulty, ranging from routine password resets, log-in difficulties and power/network connectivity to more complicated network, operating system and software malfunctions and hardware failures requiring repair and/or replacement. ; provides software support for users of Virtual Desktop Infrastructure (VDI).
3. Responds with high priority to help calls from classroom instructors, with awareness of classroom instructional needs and schedules; troubleshoots and resolves access, connectivity and use problems with computers, audiovisual equipment, instructor devices and instructional technologies; troubleshoots and resolves videoconferencing access and use problems; switches out equipment when required.
4. Installs, moves, sets up and configures VoIP telephones; troubleshoots and resolves telephone connectivity and configuration issues; submits phone connectivity information to the District helpdesk.
5. Creates and builds standard software images in accordance with established administrator, faculty, staff and computer lab profiles; participates in developing scripts to automate software

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- deployment processes; configures applications and new software functionalities to applicable servers and platforms; deploys images by push technology or manual processes to assigned computer labs, faculty and staff; troubleshoots and resolves deployment problems.
6. Provides technical support for physical and virtual computer labs; develops scripts to participate in planning and completing computer lab replacement and deployment projects, including documenting, setting up and testing new computers, printers and other hardware, verifying and resolving any problems with network connectivity and quality, contacting vendors to discuss installation issues and verify licensing; tests , installs images to create software access; configures virtual machines; verifies software license compliance; ; provides ongoing support to computer labs in the event of connectivity problems and hardware malfunctions or failures; removes computers for repair or replacement when under warranty.
 7. Trains end users 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 customer support staff for urgent action and/or further investigation..
 8. Delivers, inspects, installs and configures desktop computers, VOIP devices, printers, scanners, readers and other peripheral equipment and runs tests to ensure proper equipment function; maintains and replaces loanable computers and laptops, reimaging as necessary; may set up video conferencing equipment; configures and administers network server application software; installs and connects cables, IP cameras, wireless access points, Wi-Fi, network cards and other networking components.
 9. Performs ongoing printer maintenance including resolving printer jams and installing toner, fuser and roller replacements; researches and resolve printers networking errors.
 10. Participates in ordering computer hardware, parts and software; receives new equipment deliveries, applies asset tags and records serial numbers of new equipment; maintains detailed inventory records of hardware, software and computer-related equipment using District asset management systems; manages the inventory of excess equipment and disposes of obsolete assets following established procedures; may prepare year-end reports.
 11. 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 with equipment warranties and licenses and maintains related documentation for departmental workflow and warranty claims as necessary.
 12. Creates and maintains a variety of documentation including configuration information, installation procedures, standard user instructions, training materials and statistical or other reports.

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13. Provides 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.
14. 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 assigned work and projects such as assembling and testing computers, running software updates, conducting inventories and troubleshooting routine helpdesk call following instructions.
15. Demonstrates sensitivity to and understanding of historically marginalized groups and participates in professional development activities to increase cultural competency to enhance equity-minded practices within the District.

OTHER DUTIES

1. Participates in setting up and tearing down computer labs, moving and installing computer hardware in new offices; may install furniture and wiring in classrooms and offices.
2. Delivers and retrieves laptop carts to/from classrooms and other locations.
3. Assists in the development and enforcement of policies, procedures, configuration and problem resolution as appropriate for the District.
4. May provide administrative support functions such as recordkeeping for purchasing and payroll functions, mail and package pickup and coordination of supply orders.
5. Maintains up-to-date technical support skills.
6. Performs related duties as assigned.

Employment Standards / Minimum Qualifications

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

1. Multiplatform hardware, software and peripherals.
2. District or campus help desk functions, software, policies and procedures.
3. Problem resolution and technical support services for end users in the operation and use of

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computers, peripheral equipment and various network connections.

4. Best practices, methods and equipment used for 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. District processes and tools used to build and deploy computer system images.
7. Tools, equipment and safety practices used in the maintenance and repair of computers and peripheral equipment.
8. Automated image and software deployment technologies and processes.
9. General principles of design, development, implementation and operation of voice, video, storage and data networks.
10. Network concepts, security, access control and network operating software.
11. Best security practices to ensure protection against potential security threats such as viruses, malware and spam.
12. Data and voice communications concepts.
13. Methods of data backup and restoration.
14. Effective customer service practices and etiquette.
15. Applicable federal, state and local laws, rules and regulations [including OSHA rules and regulations if applicable].
16. Proper English usage including grammar, spelling and punctuation.
17. Safety policies and work practices applicable to the work being performed.

Skills and Abilities to:

1. Utilize the District or campus work-ticket system and organize and prioritize user requests for follow up action.
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. Troubleshoot, diagnose and resolve computer software and network connectivity problems and failures of standard difficulty.
4. Utilize diagnostic test procedures and equipment.
5. Provide prompt and appropriate technical support to system users.
6. Maintain accurate inventory of computer hardware and software components.
7. Prepare clear, concise and accurate systems documentation and reports of work performed.
8. Train computer users in the use of a wide variety of computer software, equipment and basic network operational procedures; write instructions in a manner that can be understood by

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computer users with different levels of computer literacy.

9. Read, interpret and apply concepts found in online technical publications, manuals and other documents.
10. Maintain up-to-date technical support skills.
11. Understand, interpret, explain and apply applicable laws, codes, regulations, policies and procedures.
12. Effectively engage and support historically marginalized 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.

EDUCATION AND EXPERIENCE

An associate degree in computer information systems, computer science, information technology, computer engineering or a closely related field, and at least two 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.

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 up to 100 pounds with assistance.

Specific vision abilities required by this job include close vision, distinguish basic colors and/or shades; the ability to view small-font words/symbols on a computer monitor for extended periods and the ability to adjust focus.



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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, staff, the public 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.

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 <https://www.schooljobs.com/careers/scccd>. Please attach to your application a copy of your degree or 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

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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 also 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 most qualified candidates will be invited to the oral interview assessment. The passing score is 75% out of 100% on each assessment section.

TESTING TENTATIVELY SCHEDULED AS FOLLOW:

COMPETENCY ASSESSMENT: NOVEMBER 26, 2024

ORAL INTERVIEW ASSESSMENT: DECEMBER 5, 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. **The eligibility list will be used to fill current vacancies in this classification districtwide for at least six months. The current vacancy is at Reedley 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.

State Center Community College District is an Equal Employment Opportunity Employer. It is the policy of State Center Community College District to provide all persons with equal employment and educational opportunities without regard to race, ethnicity, national origin, gender, age, disability, medical condition, marital status, religion or similar factors as defined



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by law. We are a Title V employer.

To apply, visit <https://www.schooljobs.com/careers/scccd/jobs/4714952/it-customer-support-technician>

Contact Information

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

Contact

N/A

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