

**FT Sr. Technical Support Specialist
Cerritos College**

Direct Link: <https://www.AcademicKeys.com/r?job=261222>

Downloaded On: Aug. 19, 2025 6:12pm

Posted Aug. 19, 2025, set to expire Sep. 25, 2025

Job Title FT Sr. Technical Support Specialist
Department Sr. Tech Support Specialist-25
Institution Cerritos College
Norwalk, California

Date Posted Aug. 19, 2025

Application Deadline 09/25/2025

Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Administration - Other

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Job Description

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FT Sr. Technical Support Specialist

Salary: \$93,525.48 - \$112,757.64 Annually

Job Type: Full Time

Job Number: Sr. Tech Support Specialist-25

Closing: 9/25/2025 11:59 PM Pacific

Location: Norwalk, CA

Department: Sr. Tech Support Specialist-25

Division: Information Technology

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Description

Equity and Diversity

The District is strongly committed to achieving staff diversity and the principles of equal opportunity employment. The District encourages a diverse pool of applicants and does not discriminate on the basis of race, color, national origin, ancestry, sex, age, religion, marital status, disability, or sexual orientation in any of its policies, procedures or practices. In fact, the college encourages applications from all segments of qualified people.

Closing Date

This position will close on September 25th, 2025 at 11:59 PM (or when 150 applications are received, whichever occurs sooner).

College Profile

Cerritos College is ranked 14th among the top 100 schools with the highest Hispanic enrollment in the United States by the United States Department of Education. Cerritos College serves as a comprehensive community college for southeastern Los Angeles County. Communities within the college's district include Artesia, Bellflower, Cerritos, Downey, Hawaiian Gardens, La Mirada, Norwalk, and portions of Bell Gardens, Lakewood, Long Beach, Santa Fe Springs and South Gate. Cerritos College offers degrees and certificates in more than 180 areas of study in nine divisions. Enrollment currently averages 20,000 students. Visit Cerritos College online at <http://www.cerritos.edu>

Department Profile

The Information Technology Department includes four managers and 22 full-time staff members. Of which, there are currently six Senior Applications Analysts positions supporting our PeopleSoft ERP system under the supervision and direction of the Director of Information Technology. The Information Technology Department at Cerritos College supports and maintains both instructional and non-instructional functions for the entire campus community on a 140-acre campus.

Summary

Administers, installs, configures, troubleshoots, and services computers, servers, networked workstations, and related equipment and software used in administrative and instructional lab environments. Provides technical support and help functions that relate to computer hardware and software, data communications, and connectivity.

Distinguishing Career Features

The Senior Technical Support Specialist supports servers, networked and standalone workstations,

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and common office productivity and instructional software, relational databases, and will specialize in an area such as a network environment, decision support, or assistive technology.

Job Duties

Essential Duties and Responsibilities

- Participates in the installation, configuration, upgrade, and administration of networked servers, workstations, peripheral equipment, and software to assure continuous operations.
- Provides technical assistance to faculty, staff, and students on using computers and software programs including remote access and on the proper use of peripheral electronic equipment use to enhance presentations and viewing.
- Troubleshoots and performs various technical computer and peripheral repair duties that include but are not limited to server backup operations, identification, and replacement and repair of components.
- Assists and advises customers with purchase requests and recommends standards for equipment and components.
- Participates in installation and configuration of networked computer users, e.g., computers, printers, modems, peripheral communications equipment, and software.
- Participates in installing and configuring upgrades to existing networks that enhance continuous operations, desired performance, and service.
- Participates in troubleshooting to resolve network hardware and operations problems, including but not limited to connectivity, internet access, electronic mail and file servers.
- Updates existing security software on networks and workstations. Tests existing operating systems and personal computers for potential viruses and security problems.
- Implements protocols and procedural controls for operation of the network systems.
- Installs and configures computer workstations for specialized laboratory and classroom use. Connects workstations to servers and participates with others to connect with College-wide networks.
- Installs, configures, and maintains specialized software that supports a variety of technical courses offered by the College. Tests software to ensure compatibility with the current operating environment and to equipment capability. Configures software to communicate with peripherals such as printers, modems, scanners, and monitors.
- Writes programs for, and installs local, networked, and web-based applications to servers. Writes scripts and batch files to add functionality and automate certain services and processes.
- Responds to, and resolves user help desk' calls. Documents calls, completes work and/or forward to other information technology staff.
- Provides basic troubleshooting of user problems with common desktop software, accessing

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databases, network and networked equipment, and e-mail.

- Monitors status of e-mail and other messaging systems, file servers, and network equipment to ensure constant availability. Takes corrective actions and notifies other staff of unresolved problems.
- May assist in monitoring local and wide area network usage and performance. Confers with networking specialists regarding problems.
- May train and work with hourly and student workers who are engaged in technical support.
- Maintains currency of knowledge and skills related to the duties and responsibilities.
- Performs other related duties as assigned

Minimum Qualifications

The position requires an Associates degree in computer science or related technical field and five years experience in the setup of networked microcomputer workstations and computer technical support. Additional education may substitute for experience.

Supplemental Information

Knowledge and Skills

The position requires in-depth technical knowledge of networked computer operations, including the relationship and usage of various input and output components, business and education support software, and terminology. Requires a working knowledge of network and server-based operations, security, protocols, data communications, and peripheral cabling. Requires a basic knowledge of operating systems. Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires a basic understanding of local area networks for personal computers. Requires a basic understanding of protocols such as TCP/IP, Serial, Ethernet, and Access Lists. Requires sufficient communication skills to provide individual instruction and technical assistance on the use of PC-based software for business, education, internet, utility, and connectivity. Requires sufficient writing skills to document technical procedures.

Abilities

Requires the ability to install, configure, and troubleshoot networked computer workstations, servers, systems, and programs used in both instruction and administrative areas. Must be able to install and configure microcomputer components such as, but not limited to, cards and drives. Must be able to connect interface cables and connections between computers. Must be able to prioritize and organize work to meet deadlines and timetables. Must be able to read, interpret and apply technical information

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including equipment schematics. Must be able to give one-on-one training in the use of microcomputers, and business and instructional software. Requires the ability to work cooperatively and productively with others.

Physical Abilities

Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to install cables and equipment. Requires sufficient hand eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to occasionally push, pull or lift a maximum of 50 lbs. from overhead, waist and floor levels with assistance from co-workers as necessary.

Licenses and Certificates

May require a valid driver's license.

Working Conditions

Work is performed indoors where minimal safety considerations exist from physical labor, and positioning and handling of light weight, yet, awkward materials.

Salary/Fringe Benefits

Grade 48 on District Classified Employee Salary Schedule at (\$7,793.79 - \$9,396.47/month).

Health and welfare benefits include District contribution for medical/dental/vision benefits and employee life insurance (\$50,000). (Cash in lieu option available on medical insurance.)

Participation in the Public Employee's Retirement System that is also integrated with Social Security.

Selection Procedure

After the application closing date, a search committee will review and invite the most qualified applicants for an interview. As these are highly competitive positions, meeting the minimum requirements does not guarantee an interview. If you have questions or would like to follow-up regarding your application, please contact Human Resources at HR@Cerritos.edu as search committee members are unable to discuss specific recruitments.

Conditions of Employment This is a full-time, 12-calendar month classified position.

Hours of employment are Monday thru Friday 8:00 AM to 4:30 PM.

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Initial placement of employees on Classified Salary schedule is at Step 1. After six months of successful probationary employment, employee is placed at Step 2.

Employment is to be effective as soon as possible following completion of the selection process.

Individual who is offered employment shall be required to obtain fingerprints for a criminal history clearance through the State Department of Justice and remit the required fee for processing the fingerprints, Federal Bureau of Investigation (no fee if obtained at Cerritos College Campus Police Station), produce an original social security card, and submit negative TB test results (must be within the past four years or within the last 60 days if not previously employed in a school district in California) before employment.

Candidates must be able to provide proof of California residency prior to employment.

Proof of eligibility to work in the United States and signing of loyalty oath per Government Codes 3100-3109.

****Please note - the District does not provide for immigration sponsorships such as H1B Visas.**

Application Procedure

Application materials must be submitted by the closing date. Applicants who need special services or facilities due to disability in order to apply or interview for this position must notify Human Resources at the time of application or at least 72 hours prior to the closing date or date of a scheduled interview.

It is the applicant's responsibility to provide copies of all transcript(s) verifying all educational degree(s) and/or coursework required for the position. Transcripts must be from regionally accredited institutions. A foreign transcript must be evaluated by a NACES certified agency. The website address is www.naces.org.

Required Documents

1. Cover Letter
2. Resume/Curriculum Vitae
3. Copy of Unofficial Transcripts (Must show all coursework completed and the conferral date of the degree) OR High School Diploma if applicable

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To apply, visit <https://www.schooljobs.com/careers/cerritosedu/jobs/5043257/ft-sr-technical-support-specialist>

The District ensures that all qualified applicants for employment and employees have full and equal access to employment opportunity, and are not subjected to discrimination in any program or activity of the District on the basis of national origin, religion, age, sex or gender, race, color, medical condition, ancestry, sexual orientation, marital status, veteran status, physical or mental disability, or because he or she is perceived to have one or more of the foregoing characteristics, or based on association with a person or group with one or more of these actual or perceived characteristics. .

Contact Information

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

Contact

Sr. Tech Support Specialist-25
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