

**Project Specialist (SC - Student Technical Support)**  
**South Orange County Community College District**

Direct Link: <https://www.AcademicKeys.com/r?job=262325>

Downloaded On: Sep. 11, 2025 4:38pm

Posted Sep. 11, 2025, set to expire Jan. 28, 2026

**Job Title** Project Specialist (SC - Student Technical Support)  
**Department** SC - Tutoring Center  
**Institution** South Orange County Community College District  
Mission Viejo, California

**Date Posted** Sep. 11, 2025

**Application Deadline** Open until filled

**Position Start Date** Available immediately

**Job Categories** Professional Staff

**Academic Field(s)** Administration - Other

**Job Website** <https://www.schooljobs.com/careers/socccd/jobs/5074586/project-specialist-sc-student-technical-support>

**Apply By Email**

**Job Description**

**Application Instructions:**

- Complete all sections and fields on the application and attach all required documents – incomplete applications may not be considered.
- Include all relevant education, training, and/or experience on the application.

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- Do not include any personally identifiable, confidential, or otherwise unrequested information that does not pertain to job related factors (e.g., social security number, date of birth, pictures, etc.) on your application or attached documents.
- For job postings with a close date, all applications received by 11:59 PM (Pacific Time) on the job posting close date, will receive consideration.
- For job postings with an initial screening date, all applications received by 11:59 PM (Pacific Time) on the job posting initial screening date, will receive priority consideration; however, typically the job posting will remain open, and continue to accept applications, until the position is filled.
- For job postings requiring professional references, include at least three (3) professional references from the following categories:
  1. Current department chair(s) (for faculty) or supervisor(s);
  2. Previous department chair(s) (for faculty) or supervisor(s) (from within the past five (5) years);
  3. Master's thesis or Doctoral Dissertation advisor or supervisor (for faculty);
  4. Colleague(s) or co-worker(s) who can address professional competency and skills relevant to the position; and/or
  5. Other professional references.

Please note, professional references are typically contacted when a candidate is selected for, or as a finalist for, a position.

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## Description

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

### **SUMMARY DESCRIPTION**

Under general supervision from the appropriate level of Manager or Administrator, provide first-contact technical support to all students campus-wide; analyzes and resolves requests for technical assistance involving student accounts, computers, mobile devices, software, printers, and network connectivity problems; assists with the operation of student help desk services; creates and engages in technical support trainings; routes help desk service tickets to appropriate technology services' staff at the college and district; makes on-campus referrals.

### **DISTINGUISHING CHARACTERISTICS**

This is a journey-level class responsible for conducting a variety of technical and instructional support activities to ensure student learning. Incumbents perform the full range of duties as assigned, working independently, and exercising judgement and initiative. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of assigned area of responsibility.

### **REPRESENTATIVE DUTIES**

The following duties are typical for this classification. Incumbents may not perform all of the listed

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duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Provide first point of contact to students campus-wide requiring technical support in a high-volume atmosphere; provide technical support to students for various issues including basic hardware, software, student accounts, printers, and other peripherals, Wi-Fi and web resources; assist students with equipment check-out and return, support and access; monitor all service requests that arrive through a multitude of ways (e.g., email, phone, chat, in-person); assist students with basic hardware usages and computer/web navigation; demonstrate basic use and navigation techniques for online learning platforms and other college/classroom technologies, including third-party software; maintain working knowledge of online campus systems as well as their respective policies and procedures; assist students with college online device loan application process; participates in the installation and maintenance of various and applications and software; may maintain and update software licenses.
2. Assist students campus-wide with accessing their student accounts; unlocking accounts, resetting passwords and PINs, update security questions, and accessing their MySite, Canvas, Email, Wi-Fi, campus computers and printers, and other related instances and software programs; assist students and others in setting up printing accounts and running print jobs; assist in resolving printer and copier problems.
3. Assist in the planning and operating of the Student Information Desk; provide backup coverage to the desk, as needed; respond to inquiries and requests for information; answer phones; relay messages for faculty and staff; direct students to appropriate resources and campus support services as necessary.
4. Assist in developing and have primary responsibility for creating training tools (e.g., videos, handouts) and a knowledge base of past problems and solutions for use by fellow staff and students; conduct training for fellow Student Technical Support employees, other Staff, and students.
5. Assist in developing and documenting policies and priorities for the program; maintain handbooks, forms, and related policies and procedures; assist in preparing for distributing appropriate materials.

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6. Act as a liaison and assist in coordinating activities with Information Technology staff; refer complex occurrences to higher level technical support.
7. Assist the Administrator in coordinating with other departments in disseminating information by all available means about their services to students, faculty, and staff.
8. Assist the Administrator in maintaining the Student Technical Support website; assist in the development of student-relevant computer documentation/teaching materials and maintains staff support documentation; assist in maintaining and updating web-based learning guides, tutorials videos and other digital and printed materials that effectively promote Student Technical Support.
9. Document all user requests including problems and resolutions; monitor progress of work on incoming problems and document resolution of those problems; provide regular reports on completion of solutions to incoming problems through the existing service ticketing system; ensure that service tickets are routed to the appropriate group for assignment and problem resolutions; initiate follow-up on all open service tickets to ensure timely resolution; provide updates, status, and completion information to appropriate parties.
10. Learn and apply emerging technologies to perform duties in an efficient, organized, and timely manner; attend training sessions as needed; participate in meetings, training, and testing for online education.
11. Operate a variety of modern office equipment; utilize electronic technology to correspond with others and to maintain assigned calendars, schedules, and appointments; coordinate and arrange meetings; utilize various computer applications and software packages; may assist in coordinating the use of facilities assigned to the division,
12. Prepare and maintain detailed records and documentation of services provided; update and monitor various logs, accounts, and files for current and accurate information; research discrepancies and compile data; prepare and type reports and correspondence; process incoming and outgoing documents; prepare and track various documents; maintain and generate reports from database or network system.
13. Provide training, mentoring, and work direction to assigned student workers and staff; review and validate completed work for accuracy.

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14. Maintain a clean and safe learning environment; perform routine and minor repairs on equipment; liaison with other campus departments to ensure working order of facilities, equipment, furnishing, etc.; place work orders when needed; monitor student activities to ensure conformance with established policies such as no eating or drinking at workstations; seek to resolve any disruptive behavior; refer unresolved problems to supervisor; may call Campus Police in emergency situations.

15. Establish and maintain cooperative working relationships with students, staff, and faculty, to ensure efficient, effective, and correct implementation of services; serve as liaison, and assist with the coordination of services, functions, and activities with other College/District departments; facilitate communications between assigned supervisor, other administrators, students, academic and classified staff, other offices, educational institutions, public agencies, and the general public; interact and relay information, questions, and decisions regarding supervisor's area of assignment.

16. Participate in the ordering and maintenance of supplies, materials, and equipment; store materials according to standard procedures; receive and test new equipment.

17. Perform related duties as required.

## **QUALIFICATIONS**

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

### **Knowledge of:**

Applicable sections of the state education code and other applicable laws including privacy (FERPA); confidentiality requirements when dealing with personal and sensitive student information.

Basic mathematical and statistical principles.

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Basic methods in the installation and configuration of computer hardware and peripherals such as scanners, printers, and copiers.

Basic protocols and procedures for setting up new equipment, troubleshooting, and performing routine maintenance; concepts associated with computer information technology

Current office practices, procedures, methods, and computer equipment, software, and applications related to the work, including word processing, desktop publishing, spreadsheets, graphics, and databases; principles and practices used to establish and maintain files and information retrieval systems; record keeping principles and procedures; principles, practices, and procedures of business letter writing and report preparation.

Data collection and basic research principles and practices.

District and College organization, operations, policies, and objectives.

Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds; institutional and community resources available to assist a diverse student population; methods and techniques used in public relations and providing customer service to a diverse population.

Effective written and oral communication skills including correct English usage, grammar, spelling, punctuation, and vocabulary.

Human relations and interpersonal skills to conduct one-on-one or group technical assistance and give demonstrations on the use and application of common desktop applications use for administrative and education purposes; interpersonal skills using tact, patience, and courtesy.

Methods and procedures in the uses and functionalities of computer software, including Microsoft Office Suite, Adobe Creative Suite, web services, and other applications in common use.

Personal computers (district standard software and hardware), web/internet, (software, web pages, HTML) and email; personal computer operations pertaining to on-campus resources.

Principles and practices of providing training, work, direction, and guidance to lower-level staff and student workers.

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Safety policies and safe work practices applicable to the work.

Standard software packages, including word processing, spreadsheet, presentation, graphics, and database programs.

Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff; telephone techniques and etiquette.

Work organization and basic office management principles and practices; methods and procedures in scheduling.

Writing skills to document technical procedures.

**Ability to:**

Analyze problems, evaluate alternative, and make sound recommendations.

Assist in the use of available resources to complete course assignments; identify and assess student needs and assist students in locating appropriate resources; provide assistance to students on matters related to assigned area.

Communicate clearly and concisely, both orally and in writing; understand and follow oral and written directions.

Create an engaging and positive learning environment in the assigned area.

Develop, maintain, and foster effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis.

Document technical procedures.



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Exercise good judgment and discretion in resolving confidential, difficult, and sensitive situations, according to established policies and procedures; use sound judgement in recognizing scope of authority.

Interact extensively with and respond to requests and inquiries from students, faculty, staff, and public; effectively present information in person or on the telephone to students, staff, or the public.

Learn and apply knowledge in the use of specialized software and college classroom technologies as needed to demonstrate uses and methods to students and others; maintain up-to-date technical support skills; adapt to changing technologies and learn functionality of new equipment, software, hardware, peripherals, devices, and other systems.

Learn and understand the organization and operation of the assigned division and/or department as necessary to assume assigned responsibilities; understand, interpret, explain, and apply administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances; work within the policies, functions, and requirements of area of assignment.

Maintain an adequate inventory of materials for assigned program.

Maintain the cleanliness, safety, and organization of assigned area; ensure adherence to safe work practices and procedures; monitor activities in assigned area and enforce policies for proper use and behavior.

Operate equipment such as computers, copiers, scanners, printers, and other related equipment. Perform clerical duties; operate office equipment including computers and supporting word processing, database management, spreadsheets, and desktop publishing applications; type or enter data at a speed necessary for successful job performance; establish and maintain filing, record keeping, and tracking systems; apply excellent organization skills and attention to detail. Prepare clear, concise, and comprehensive documentation, reports and other written materials; independently compose and prepare correspondence and memoranda; prepare reports by gathering and organizing data from a variety of sources; research, compile, and interpret data. Provide campus-wide day-to-day technical support in the use of computer hardware, peripherals, software, and online learning platforms; perform minor troubleshooting and maintenance, as necessary; operate, maintain, and explain the operation of a variety of computers/devices.

Provide strong and clear verbal and written communication, customer service, and Interpersonal skills; listen actively and effectively, identify and solve problems, and facilitate problem solving.

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Provide training, work direction, and guidance to lower-level staff and student workers; train others on software applications and other programs.

Report to work on a regular and consistent basis, as scheduled, to assigned job.

Work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities; concentrate on detailed tasks for extended periods of time; work confidentially, independently, and collaboratively.

Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

**WORK ENVIRONMENT AND PHYSICAL DEMANDS**

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

**Work Environment:** Work is performed primarily in a standard office setting. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with students, academic and classified staff, and others. At least minimal environmental controls are in place to assure health and comfort.

**Physical Demands:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

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## Supplemental Information

Work Schedule: **TBD** – Schedule and shift vary and are subject to change in accordance with the department's needs.

Hours per Week: Up to **25**

### Employment Conditions and Information:

This is a short-term, temporary, hourly Non-Bargaining Unit (NBU) assignment, not to exceed 160 days and 960 hours per fiscal year (July 1<sup>st</sup> through June 30<sup>th</sup>). **Short-term, temporary NBU positions may only be used on an intermittent, seasonal, or project basis.** Education Code Section 88003 states "Short-term employee means any person who is employed to perform a service for the district, upon the completion of which, the service required or similar services will not be extended or needed on a continuing basis."

After successful completion of the onboarding requirements, an individual may be employed by the South Orange County Community College District (SOCCCD) as a short-term, temporary NBU employee. Employment will be on an "if and as needed" basis, as determined by the SOCCCD. The assignment may be shortened or extended at any time, due to departmental needs, with little to no notice. NBU employment is at-will, and either party may terminate this working relationship at any time. Neither party shall be required to provide any reason for the separation. NBU employees shall not have reemployment rights or recourse to petition to be reinstated.

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NBU employees are limited to working in a single position for a single department and site (assignments are onsite only).

NBU employees are paid on a monthly basis. The payroll reporting period is from the 1<sup>st</sup> of the month to the last day of the month. NBU employees are paid on the 10th of the following month.

**Example:** For the following reporting period: January 1<sup>st</sup> through January 31<sup>st</sup>, the NBU employee will be paid on February 10<sup>th</sup>.

NBU employees who work more than 1000 hours per fiscal year are required to contribute to the California Public Employees Retirement System (CalPERS), through payroll deduction. The SOCCCD does not intend to employ NBU employees for more than 960 hours during any fiscal year.

**Notice to all Candidates for Employment:**

The Immigration Reform and Control Act of 1986, Public Law 99-603, requires that employers obtain documentation from every new employee which authorizes that individual to accept employment in this country. The South Orange County Community College District (SOCCCD) will not sponsor any visa applications.

Employees must reside in California while employed with the SOCCCD.

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**California Public Employees Retirement System and California State Teachers Retirement System:**

A California Public Employees Retirement System (CalPERS) retiree may not accept employment until after the first 180 days of retirement. Anyone retired from CalPERS accepting permanent employment with the SOCCCD will be required to reinstate as an active CalPERS member. Please contact CalPERS for additional information regarding your retirement status.

Any active vested member of California State Teachers Retirement System (CalSTRS), who accepts employment with the SOCCCD to perform service that requires membership in CalPERS, is eligible to elect to continue retirement system coverage under CalSTRS

**Disability Accommodations:**

If you require special accommodations in the application and/or evaluation process, please notify Human Resources at least two (2) business days prior to the job posting close or initial screening date, by either calling (949) 582-4850 or sending an e-mail to [hrrinfodesk@socccd.edu](mailto:hrrinfodesk@socccd.edu).

**Attendance Requirement:**

All SOCCCD employees are required to report to work on a regular and consistent basis, as scheduled, to assigned job.

**Campus Crime and Safety Awareness:**

Information regarding campus crime and safety awareness can be found at [www.ivc.edu](http://www.ivc.edu) or [www.saddleback.edu](http://www.saddleback.edu). Paper copies are available in the Human Resources office upon request.

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**Non-Discrimination Notice:**

The SOCCCD provides access to its services, classes, and programs without regard to national origin, immigration status, religion, age, gender, gender identity, gender expression, race, ethnicity, color, medical condition, military and veteran status, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy, or because they are 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.

**California Fair Chance Act:**

The SOCCCD will consider qualified applicants with a criminal history pursuant to the California Fair Chance Act. You do not need to disclose your criminal history or participate in a background check until a conditional job offer is made to you. After making a conditional offer and running a background check, if the SOCCCD is concerned about a conviction that is directly related to the job, you will be given the chance to explain the circumstances surrounding the conviction, provide mitigating evidence, or challenge the accuracy of the background report.

**Diversity, Equity, Inclusion and Equal Employment Opportunity:**

The SOCCCD is looking for equity and inclusion-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to the understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present within our community.

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The SOCCCD is committed to ensuring that all students have the opportunity to succeed in their classes and as such, to eliminating institutional barriers that disproportionately impact students of color. Irvine Valley College and Saddleback College are deeply committed to fostering an inclusive environment where students, staff, and faculty from diverse backgrounds can thrive academically and professionally.

Irvine Valley College (IVC) serves approximately 21,584 students, reflecting a rich diversity: 41% Asian, 2% Black/African-American, 21% Hispanic/Latino, 8% Southwest Asian and North African, 5% two or more races, and 21% White in Fall 2024.

Similarly, Saddleback College (SC) serves around 25,789 students, with demographics showing 12% Asian, 2% Black/African-American, 29% Hispanic/Latino, 5% two or more races, and 47% White in Fall 2024.

These numbers underscore the importance of our commitment to eliminating equity gaps across all student demographics through implementing dynamic, student-centered practices and policies. To support the academic and career success of our diverse student body, we seek a candidate who will actively contribute to our mission of inclusivity and support. The ideal candidate's values will align with SOCCCD's goals for Diversity, Equity, and Inclusion (DEI) and Equal Employment Opportunity (EEO).

### **THE SOCCCD IS AN EQUAL OPPORTUNITY EMPLOYER**

#### **Contact Information**

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

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**Contact**

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