TITLE: **COMPUTER SUPPORT SPECIALIST**
STATUS: **Union**
GRADE: **13**

JOB SUMMARY:

This position is responsible for end user support, device management, and server administration. They provide initial response for diagnosing, troubleshooting and resolving hardware, communication, and application issues. The position performs system administrator duties including managing accounts, security permissions, backups, email security, and troubleshooting network and server issues. This position is expected to provide a full range of support, fulfilling requests, responding to incidents, and performing creative problem resolution. This position is also responsible for anticipating District needs and proactively applying solutions.

REPORTING RELATIONSHIPS:

This position reports to the IT Manager. This position does not supervise other positions.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

- Provides business application, device, and network customer support, including troubleshooting and problem resolution;
- Respond to a wide range of support requests in person and remotely;
- Diagnose and resolve both routine and advanced end user systems problems; troubleshoot and resolve hardware, software, applications, networking and other issues; recommend changes to end user systems; repair computers, printers and other peripherals; provide application support when assigned;
- Install and configure systems for end users; purchase systems as authorized; manage equipment inventory and scheduled replacement; research and recommend new software and hardware;
- Create and maintain systems documentation; maintain hardware and software inventories and license tracking information;
- Develop reports on provided end user support services, log user requests, develop and upgrade tracking systems, identify and reports recurring problems;
- Create and modify network user accounts and other accounts;
- Install, configure and test new applications, upgrade and install user devices;
- Perform or participate in related IT systems projects; perform special projects; serve as a subject matter expert; participate in a wide array of support and maintenance of networks and other IT systems;
- Monitor and analyze end user support services to assess effectiveness of services provided, identify and implement process improvements;
- Provide end user training as needed; may provide organized or structured training in a classroom or online format;
- Communicate and enforce District IT operating policies and procedures;
- Maintain effective relationships with vendors to ensure quality and timeliness of deliverables;

- Assist with communications systems and computerized security systems;
- Resolve end user and device incidents escalated from IT colleagues;
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge:
- Network operating systems, configurations, commands and network protocols;
- Computer operating systems and related applications;
- Networks and related systems;
- Troubleshooting techniques and tools to resolve end user problems;
- Customer service approaches and methodologies;
- Information technology service management approaches and methodologies; and
- IT inventory tracking approaches and methodologies.

Skills:
- Using end user tracking systems;
- Resolving hardware and peripheral, or software problems;
- Problem solving through the use of analytical and troubleshooting skills;
- Training employees on IT related issues;
- Dealing with routine or advanced customer service issues and providing a high level of support;
- Working both independently and as a member of a team, and making appropriate decisions regarding work methods and competing priorities; and
- Communication, both written and oral, and interpersonal skills as applied to interaction with coworkers, management, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Experience/Education:
Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be three years of related experience resolving end user, hardware and peripheral, or software related issues and an Associate's degree or equivalent technical training in information technology, computer science, or a related technological field.

Licensing Requirements:
May be required to earn generic or vendor certifications related to work performed as deemed necessary.

WORKING CONDITIONS:
Duties are primarily performed in an office. The position has exposure to electrical currents and work space that restricts movement.

PHYSICAL REQUIREMENTS:
This position typically requires climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fine motor skills, talking, hearing, seeing and repetitive motions.

Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

CLASSIFICATION HISTORY:

Draft prepared by Pacific Technologies, Inc.:	May 2009
Job description approved by Board:	June 15, 2009
Draft Update to title / description / duties:	May 2016
Update Job Description approved by Board:	January 23, 2017
Pay Grade Increased to Pay Grade 13:	January 23, 2017
Revised: Description / duties:	May 10, 2019