SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: INFORMATION TECHNOLOGY SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of the Manager – Network and Technical Support Services, provide assistance, advice, problem solving, and technical information to customers regarding the use of software applications; schedule, coordinate, and participate in the production, quality assurance, and delivery of output reports and data; route customer requests for service or problem resolution to appropriate staff, and act as liaison with customers regarding the status of their requests; ensure the accuracy and timeliness of system output, assuring that generated output meets the needs of assigned customers.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Provide desktop support for users; troubleshoot computer problems or errors and determine appropriate resolution; assist with usage and configuration of various desktop applications; apply operating system updates/patches as needed; identify software incompatibilities and investigate and implement fixes; set and configure software, hardware, printers and multifunction devices for network printing and scanning; scan for and clean malware and virus infections as needed;

Receive requests from customers for service or problems resolution; prioritize requests and route to appropriate staff for action; work with vendors to report and resolve customer issues; maintain a data base of customer requests and track the progress of service and problem resolution; contact customers regarding the status of their requests.

Manage assigned software system security; create, disable and update accounts; look up account information; manage passwords; troubleshoot installation, configuration, connection, network and performance problems; confirm server issues and report to appropriate personnel.

Create and manage users in Active Directory (AD)/Exchange for SCCOE domain; create and manage distribution lists and security groups; investigate and report server performance issues or malfunctions; perform data extracts of group or distribution list members as requested.

Perform various systems support activities in areas related to wireless access configuration, web/content/spam filtering, access to file servers and shared folders, web conferencing, remote support server applications Citrix server connection/session management, laserfiche setup, and other areas as assigned.

Configure smart phones and tablets for e-mail and wireless network access; troubleshoot email/calendar syncing problems and connectivity issues.

Monitor network devices, servers and circuits; report network/server outages to appropriate personnel; follow-up with internal or external customers to confirm resolution to reported problems.
Develop ACD systems for County Office departments as assigned; configure system announcements and manage phone queues; setup auto attendants for departments as needed.

Provide for e-mail support; setup and maintain domain accounts and contacts; create and maintain distribution lists and security groups; configure email clients; troubleshoot email connectivity; determine reasons for bounce-back message and determine appropriate solution.

Perform voicemail configuration and password reset activities; setup and schedule phone conferences; troubleshoot connectivity and hardware issues.

Train users on best practices related to computer and software usage; train users on laserfiche, phone and voicemail usage; provide "OnDemand" training with various software applications and online tools; demonstrate proper use of computer or mobile devices; assist customers with registration for various technology training classes.

Attend in-house trainings, user group meetings and conferences; drive a vehicle to various sites to conduct work.

Prepare and maintain records, reports and lists related to assigned activities; maintain related files; process a variety of forms.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Information system terminology, concepts, functions, policies, and procedures.
Modern office methods, practices, and procedures.
Proper use and operation of equipment, software packages, system applications, word processing, and spreadsheet, and other related software.
Interpersonal skills including tact, patience and courtesy.
Oral and written communication skills.
Training methods and techniques.

ABILITY TO:
Identify problem areas or situations, evaluate problem causes and take appropriate action to resolve problems identified.
Learn and apply appropriate procedures with assigned area of specialization.
Learn and utilize highly specialized software applications.
Communicate effectively in both oral and written form.
Learn customer's operations and systems and prioritize customer requests according to established guidelines.
Organize and prioritize assigned tasks to meet established schedules, timeliness, and/or deadlines.
Maintain current knowledge of end-user hardware and software products.
Verify the accuracy of detailed data in a timely and effective manner.
Prepare routine reports and perform mathematical calculations accurately.
Work independently with minimal supervision.
Use and operate standard office and information systems equipment.
Establish and maintain cooperative and effective work relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: two years of college-level coursework in computer science, information technology or related field and two years of end-user support experience preferably in a client server computer environment.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:
Indoor environment.
Evening or variable hours.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
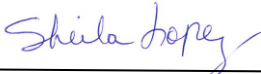Hearing and speaking to exchange information and make presentations.
Dexterity of hands and fingers to operate computer keyboard.
Seeing to perform assigned activities.
Sitting for extended periods of time.
Bending at the waist, kneeling or crouching.

Personnel Commission Approval: January 8, 2014

Sheila Lopez
Director-Classified Personnel Services

January 8, 2014
Date