

# JOB DESCRIPTION



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**Position Title:** Technology Account Specialist

**Department:** Technology Services

**Employment Category:** Professional Staff

**Primary Location:** District-wide  
Based on Douglas Campus

**FLSA Classification:** Non-exempt  
**Remote Work Eligible:** No

**Parameters:** 40 hours/week; 12 months/year

**Pay Grade:** PS10

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**Position Summary:** The Technology Account Specialist is responsible for provisioning, deprovisioning maintenance, and documentation of accounts and permissions for various college systems and applications and supporting other department projects as needed.

**Essential Functions:** As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**Duties and Responsibilities:** Within the scope of college policies and procedures, this position:

Provides exceptional customer services for students and employees when responding to service requests, calls, email messages, and in-person requests seeking help. Asks questions to determine nature of problem, assists customers through problem-solving process, and conducts follow-up with customers to ensure issue has been resolved

Responsible for timely provisioning and deprovisioning of accounts and permissions for various systems and applications; serves as the primary support contact for account provisioning and deprovisioning of designated systems and applications; ensures account requests have been properly requested and required approvals have been received and documented as appropriate; uses service request ticketing system to effectively collect, document, analyze and report account activities

Provides support for account issues and escalates issues to other support units as needed; reviews and updates account request processes to assure compliance with regulatory requirements; produces various reports for account activity and status using various applications and systems to produce reports

Follows and executes directives, instructions, and procedures from management and authorized technology services staff

Provides support for other department projects as needed

Performs other related duties as assigned

**General Expectations:** Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

**Education and Experience Requirements:**

Associate's degree in computer science or a related field from a regionally accredited institution of higher learning recognized by the US Department of Education

Three years full-time, professional, computer and system administration or related experience, including one-year supervisory experience

Must possess a valid AZ driver's license and be able to pass an insurance background check

Ability to pass a comprehensive background screening required to obtain Fort Huachuca access badge

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*An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.*

## **Knowledge, Skills and Abilities:**

Knowledge of and ability to follow college policies and procedures  
Knowledge of current information technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications and Google Apps  
Knowledge of Windows Active Directory management  
Knowledge of troubleshooting techniques and methods related to hardware and software  
Skill in coordinating and prioritizing competing demands  
Skill in assisting users with problem determination and resolution  
Skill in presenting ideas and concepts orally and in writing  
Ability to maintain high level of personal integrity and ability to manage sensitive issues while maintaining confidentiality  
Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner, while protecting proprietary data systems and tasks with confidentiality  
Ability to relate to a diverse population and to maintain composure when faced with difficult situations  
Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail  
Ability to work independently while contributing to team environment  
Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes  
Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public  
Ability to work under pressure with frequent interruptions and constant change  
Ability to work modified work schedules which may include working outside normal business hours, days, and across the college district.

**Work Environment:** Work is primarily performed under limited supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls. Some projects and work tasks will require working outside in varying weather and environmental conditions.

**Physical Requirements:** Essential functions of this position require: lifting, manual dexterity, to include fine motor skills, ability to communicate verbally and in writing.

Medium work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting, walking and standing regularly, incumbents may be required to kneel, crouch/squat, crawl, climb, stoop, turn/twist, balance, reach, or handle

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

**Reports to:** Chief Information Officer

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.