JOB DESCRIPTION

COCHISE COLLEGE

Position Title: User Support Specialist

Department: Technology Services

Employment Category: Professional Staff

Primary Location: District-wide
Based on Douglas or Sierra Vista Campus

FLSA Classification: Non-exempt

Remote Work Eligible: No

Parameters: 40 hours/week; 12 months/year

Pay Grade: PS09

Position Summary: The User Support Specialist is responsible for maintaining, troubleshooting, and repairing computer hardware, audio-visual hardware, and software related problems, audio-visual support, installing new hardware and software, peripheral equipment, operating systems, network and phone cabling.

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:

Maintains, troubleshoots and repairs computer, audio-visual hardware and software in person, remotely, via phone, or by email

Troubleshoots network connection problems and performs repairs; installs and terminates cables for network connectivity; tests cables and other equipment as needed

Team lead for new computer, audio-visual hardware and software installs and upgrades following Technology Services standards

Configures computers, audio-visual hardware and peripheral hardware to established specifications; adjusts specifications as required by users or best practices; ensures appropriate phone connectivity; installs and configures network printers; connects users to network

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

Use ticketing system to effectively collect, document, analyze and report maintenance activities related to issue resolution and communicate with customers, management and co-workers

Provides support for audio/visual in classrooms and meeting rooms to include video conferencing; Team lead for audio/visual equipment upgrades and new installs. Setup, tear down, and operation of technology utilized at events

Follow and execute directives and instructions from authorized technology services staff

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 related field from a regionally accredited institution of higher learning recognized by the US Department of Education
Two years full-time, professional computer repair and networking experience

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

Possess a valid state issued driver's license and must meet and maintain a driving record to be approved for coverage under the college's motor vehicle insurance policy

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, including but not limited to word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications and Google Apps

Knowledge of troubleshooting techniques and methods related to equipment

Knowledge of current information technology

Knowledge of computer and network hardware and software including but not limited to Windows operating systems, basic network design and principles, image deployment.

Skill in supervisory practices and techniques

Skill maintaining and troubleshooting computer hardware and software

Skill in coordinating and prioritizing competing demands

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to maintain strict confidentiality related to sensitive information

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information

Ability to analyze problems, identify solutions, and take appropriate action to resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with other department staff, faculty, students and the public

Ability to safely use hand tools and power tools

Work Environment: Work is primarily performed under general supervision in a classroom or office setting with appropriate climate control**.** 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 only occasionally, walking and standing are required 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: User Support Supervisor