*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; however, any additional duties will be reasonably related to this class.*

SUMMARY DESCRIPTION

Performs a variety of duties in support of all aspects of information technology and data/voice infrastructure; provides enterprise and department-level technology support.

DISTINGUISHING CHARACTERISTICS:

The Senior Technology Support Specialist classification is distinguished from the Technology Support Specialist in that employees in this classification provide top level support for end users and design, develop, and research IT infrastructure, as well as providing lead support for assigned staff.

SUPERVISION RECEIVED AND EXERCISED:

Receives limited direction from appropriate supervisor; refers only unusual decisions to supervisor. May provide technical and functional direction to assigned student workers. Coordinates, oversees, and provides support for the assignments of assigned staff.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Designs, installs, configures, and maintains software, hardware, network systems, computer labs, and data lines; troubleshoots, repairs, and maintains LAN systems, including computers, servers, routers, switches, and other peripherals and their related software and accessories.

2. Manage the entire lifecycle of servers, storage and network equipment within the facility. Including receiving, racking, maintenance, and recycling.

3. Identifies and corrects complex network problems; analyzes service requests and develops solutions.

4. Collaborates with District and college IT to ensure compatible interchange of District and campus data; consults with faculty and staff to develop solutions for office and lab technology; provides direction and oversight to vendors to ensure achievement of District and college goals.

5. Maintains enterprise network hardware, operating system software, systems software packages, and applications; maintains and updates network system security.

6. Design, install, configure, and maintain Virtual Infrastructure systems (Citrix, VMWare, Windows Hyper-V) including hypervisor hardware, shared virtualization storage and resources, and individual virtual machines.

7. Maintains and communicates implementation schedules for the application of corrective maintenance; to resolve known network problems and maintain network stability and security.

8. Participates in developing, establishing, and documenting procedures for the proper use and support of enterprise network hardware and software.

9. Provides technical analysis and advice to users to allow successful planning for network configuration changes.

10. Plans, researches, and recommends changes to the enterprise network hardware and software configuration based upon District needs, technological advances, and cost-effectiveness.

11. Manages district-wide information assets, including data, intellectual property, and licenses; ensures compliance with licensing agreements.

12. Develops bid specifications for the procurement of new hardware, software, or other services.

13. Installs, tests, implements, and maintains enterprise network hardware and software, including network hardware, operating systems, system management software, specialty network management or security-related systems, virtual infrastructure systems, WAN systems, LAN systems and other devices.

14. Monitors network utilization data and implements recommendations to better utilize resources for optimal performance and cost-effectiveness.

15. Stays current on relevant technology changes.

16. Performs duties related to the primary job duties.

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.

CORE COMPETENCIES:
Mathematical Facility

- Performs operations involving counting, adding, subtracting, multiplication and division
- Follow multi-step computational procedures and apply formulas
- Apply basic algebraic or geometric reasoning and problem solving
- Recognize approaches and algorithms for finding real world computational solutions**
- Computes and interprets descriptive statistics**

Critical Thinking

- Analytically and logically evaluates information to resolve problems
- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions**

Attention to Detail

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work**
- Applies skilled final touches on products

Analyzing and Interpreting Data

- Apply sorting, coding and categorizing rules
- Analyze data
- Read reports
- Draw meaning and conclusions from quantitative and/or qualitative data

Professional Integrity and Ethics

- Follows a clear-cut set of rules
- Understands practical necessity of rules and ethical guidelines
- Shows consistency in behavior and judgement over a long term and varied situations

Legal and Regulatory Navigation

- Understanding, interpreting, and ensuring compliance with laws and regulations
- Locates, understands, or provides factual regulator information**
- Works within the bounds and limits of what is permissible

Using Technology

- Working with electronic hardware and software applications
- Using basic features and functions of software and hardware
- Experiments and finds novel uses for standard features and functions **
- Adds, improves, modifies, or develops features and functionality**

Adaptability

- Responding positively to change and modifying behavior as the situation requires**
- Accept and adjust to changes and the unfamiliar

Innovation

- Imagining and devising new and better ways of doing things**
- Fix what is broken; find solutions and fixes with resources at hand
- Finds new approaches to performing familiar tasks
- Create and invent new ideas; envision the unexpected, unexplored, untried**

Listening

- Comprehend and verbal instructions and orally presented information
- Recalls or retrieves key points in a conversation
- Listen actively by rephrasing others' input cogently and accurately**

Professional and Technical Expertise

- Applying technical subject matter to the job **
- Knows the rudimentary concepts of performing the essential technical operations

- Possess recognized expertise outside of the organization**

Self-Management

- Follows through on instructions and assignments
- Self-directed and self- monitored in commitments and accomplishments
- Redefines or reprioritizes activities within scope of responsibility

Valuing Diversity

- Shows acceptance of individual differences
- Welcomes input and inclusion of others who may be different from oneself
- Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination

**Lead, Advanced or Senior Level Positions

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:
A Bachelor's degree from an accredited college or university with major course work in computer science or a related field.

Experience:
Four (4) years of experience in a network environment, providing administration and support consisting of responsibility for hardware, software, application support, and user training.

Equivalency Provision:
In the absence of a Bachelor's degree from an accredited college or university with major course work in computer science or a related field, an Associate's degree and six (6) years of experience in a network environment, providing administration and support consisting of responsibility for hardware, software, application support, and user training is qualifying.

In the absence of an Associate's degree from an accredited college or university with major course work in computer science or a related field, the equivalent of completion of high school and eight (8) years of experience in a network environment, providing administration and support consisting of responsibility for hardware, software, application support, and user training is qualifying.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT
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.

Environment: Work is performed primarily indoors with travel to various locations to provide user support and attend meetings.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to travel to various sites throughout the day; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to occasionally lift, carry, push, and/or pull light to moderate amounts of weight up to 35 pounds; may lift, carry, push, and/or pull heavier amounts of weight with or without assistance; 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; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

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