

Position: Senior Technical Support Specialist	Salary Grade: 48
	BD: 07/18/12; Revised 7/1/18

**Summary**

Administers, installs, configures, troubleshoots, and services computers, servers, networked workstations, and related equipment and software used in administrative and instructional lab environments. Provides technical support and help functions that relate to computer hardware and software, data communications, and connectivity.

**Distinguishing Career Features**

The Senior Technical Support Specialist supports servers, networked and standalone workstations, and common office productivity and instructional software, relational databases, and will specialize in an area such as a network environment, decision support, or assistive technology.

**Essential Duties and Responsibilities**

- Participates in the installation, configuration, upgrade, and administration of networked servers, workstations, peripheral equipment, and software to assure continuous operations.
- Provides technical assistance to faculty, staff, and students on using computers and software programs including remote access and on the proper use of peripheral electronic equipment use to enhance presentations and viewing.
- Troubleshoots and performs various technical computer and peripheral repair duties that include but are not limited to server backup operations, identification, and replacement and repair of components.
- Assists and advises customers with purchase requests and recommends standards for equipment and components.
- Participates in installation and configuration of networked computer users, e.g., computers, printers, modems, peripheral communications equipment, and software.
- Participates in installing and configuring upgrades to existing networks that enhance continuous operations, desired performance, and service.
- Participates in troubleshooting to resolve network hardware and operations problems, including but not limited to connectivity, internet access, electronic mail and file servers.
- Updates existing security software on networks and workstations. Tests existing operating systems and personal computers for potential viruses and security problems.
- Implements protocols and procedural controls for operation of the network systems.

- Installs and configures computer workstations for specialized laboratory and classroom use. Connects workstations to servers and participates with others to connect with College-wide networks.
- Installs, configures, and maintains specialized software that supports a variety of technical courses offered by the College. Tests software to ensure compatibility with the current operating environment and to equipment capability. Configures software to communicate with peripherals such as printers, modems, scanners, and monitors.
- Writes programs for, and installs local, networked, and web-based applications to servers. Writes scripts and batch files to add functionality and automate certain services and processes.
- Responds to, and resolves user 'help desk' calls. Documents calls, completes work and/or forward to other information technology staff.
- Provides basic troubleshooting of user problems with common desktop software, accessing databases, network and networked equipment, and e-mail.
- Monitors status of e-mail and other messaging systems, file servers, and network equipment to ensure constant availability. Takes corrective actions and notifies other staff of unresolved problems.
- May assist in monitoring local and wide area network usage and performance. Confers with networking specialists regarding problems.
- May train and work with hourly and student workers who are engaged in technical support.
- Maintains currency of knowledge and skills related to the duties and responsibilities.
- Performs other related duties as assigned

### **Qualifications**

- **Knowledge and Skills**

The position requires in-depth technical knowledge of networked computer operations, including the relationship and usage of various input and output components, business and education support software, and terminology. Requires a working knowledge of network and server-based operations, security, protocols, data communications, and peripheral cabling. Requires a basic knowledge of operating systems. Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires a basic understanding of local area networks for personal computers. Requires a basic understanding of protocols such as TCP/IP, Serial, Ethernet, and Access Lists. Requires sufficient communication skills to provide individual instruction and technical assistance on the use of PC-based software for business, education, internet, utility, and connectivity. Requires sufficient writing skills to document technical procedures.

- **Abilities**

Requires the ability to install, configure, and troubleshoot networked computer workstations, servers, systems, and programs used in both instruction and administrative areas. Must be able to install and configure microcomputer components such as, but not limited to, cards and drives. Must be able to connect interface cables and connections between computers. Must be able to prioritize and organize work to meet deadlines and

timetables. Must be able to read, interpret and apply technical information including equipment schematics. Must be able to give one-on-one training in the use of microcomputers, and business and instructional software. Requires the ability to work cooperatively and productively with others.

▪ **Physical Abilities**

Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to install cables and equipment. Requires sufficient hand eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to occasionally push, pull or lift a maximum of 50 lbs. from overhead, waist and floor levels with assistance from co-workers as necessary.

▪ **Education and Experience**

The position requires an Associates degree in computer science or related technical field and five years experience in the setup of networked microcomputer workstations and computer technical support. Additional education may substitute for experience.

▪ **Licenses and Certificates**

May require a valid driver's license.

**Working Conditions**

Work is performed indoors where minimal safety considerations exist from physical labor, and positioning and handling of light weight, yet, awkward materials.