



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

IT Support Specialist

A Classified Position

[Grade 34A – Salary Schedule 60](#)

A. General Statement

The IT Support Specialist has primary responsibility for managing the IT programs production schedule, maintaining system security and email administration, and serves as a support liaison to the user community. Public contact is extensive and involves interaction with staff at all levels of the organization, other educational institutions, governmental, funding and compliance agencies. A high degree of independent judgment and creativity is required to resolve a variety of problems that may occur. The IT Support Specialist must possess a combination of functional and technical expertise and will assist ITS staff with research, analysis and communication of policies and regulations and its impact on the district's enterprise software (Ellucian Banner™) and other systems configuration. A level of analytical thinking, problem solving and attention to detail is needed as the impact of activities performed can potentially have great consequences over processes, public relations and/or institution funding; however, supervisory controls and the ability to rely on the assistance of other members of the technology support team will reduce the risk of serious errors. An IT Support Specialist can lead the work of other staff and student assistants as assigned. The position reports to the Chief Technology Officer.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Manages and supports IT programs job schedules using automated system
2. Creates and maintains user accounts for the network, email and a variety of additional systems, troubleshoots problems associated with authentication and access
3. Responds to ITS Helpdesk requests as they come in
4. Develops and maintains procedures and guidelines for job schedules
5. Troubleshoots reported problems and, when appropriate, works with other IT staff for resolution.
6. Maintains a high level of interaction and communication throughout the organization
7. Supports ad-hoc user requests for reports or data
8. Runs queries and reports
9. Assists in the development of procedures and training materials for a variety of business processes

10. Provides technical/functional information to users as needed
11. Participates in various district committees, project teams or workgroups
12. Establishes and maintains academic calendars and terms online, roll courses and establish and maintain rules tables for the instruction office and admissions and registration procedures
13. Attends workshops, seminars and other meetings to maintain technical currency
14. Monitors the online registration system to ensure a smooth and efficient process
15. Assist in the analysis and development of specifications for new procedures, forms and reports
16. Performs testing for newly developed or modified forms, programs and reports throughout the development cycle as well when enterprise system upgrades occur
17. Coordinates and maintains off-site storage of system backups

C. Requirements

1. Associate's degree from an accredited institution in Computer Information Science, Business Administration or a closely related field
2. Must be highly motivated and detailed oriented
3. Excellent verbal and writing skills to document project plans, procedures, policies, and to communicate with the staff, management and faculty
4. Skills in data analysis and problem-solving
5. Ability to discuss technical issues to non-technical staff in a manner that is clearly understood.
6. Demonstrated skill in establishing and maintaining effective working relationships, and communicate respectfully and professionally with people at all levels in the organization who are diverse in their cultures, language groups and abilities
7. Skills in working effectively as part of a team
8. Possession of a valid California Drivers' license (or the ability to obtain one) and have the ability to drive a motor vehicle.

OR

An equivalent combination of education and experience

D. Physical/Other Requirements

This classification requires Sitting or standing for prolonged periods of time, dexterity of hands and fingers to operate a computer keyboard, touch screen and mouse; attention to detail; flexibility; ability to adapt to rapidly-changing situations; listening and comprehension; patience; tact; good memory for details.

E. Knowledge, Skills & Abilities

1. Skill in developing and maintaining production schedules, logs, manuals and necessary statistical reports.
2. Knowledge of procedures regarding the development of academic schedules, registration, grade processing, academic history and periodic fiscal processing.
3. Knowledge of the Ellucian Banner™ products desired
4. Background in higher education with preference in California Community Colleges desired
5. Skill in oral and written communication, which includes developing procedures, written reports and oral presentations.

6. Previous experience training and directing the work of others
7. Skill in working under deadlines and other pressures.
8. Ability to communicate effectively with persons of varying cultures and language groups.

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