

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

USER SUPPORT SPECIALIST

*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.*

SUMMARY DESCRIPTION

Under general supervision, provide a variety of support functions for users of administrative computer systems on a work schedule which may involve rotating shifts and overtime; resolve routine problems; provide training to new users; and provide general support for Department and office functions.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Provide help desk telephone consultation to administrative system users, including call response, problem analysis and referral, troubleshooting, and technical assistance.
2. Provide field liaison service to administrative system users, including periodic visits to users' offices, appraisal of users' needs, problem analysis and referral, troubleshooting, technical assistance, and informal training.
3. Provide orientation training to new users of the District's administrative systems; create email and network accounts for new users.
4. Conduct training sessions and workshops on basic operation of the District's administrative systems.
5. Assist users in the development of departmental procedures, process instructions, and instructional documents.
6. Assist in the troubleshooting and resolution of users' problems with network and central computer access.
7. Provide general support for ITS Department and office functions; provide telephone reception and referral functions for the ITS Department.
8. Provide assistance to department management as directed.
9. Learn and use new technologies required to remain current in the field.
10. Perform related duties as required.

MINIMUM 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.

Knowledge of:

1. Basic principles and methods of data communications and preliminary troubleshooting of communications problems.
2. College administrative functions and principles of modern business practices.

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3. Principles and basic operations of modern computer systems and related peripheral equipment.
4. Software and process documentation techniques.
5. Principles of technical writing.
6. Relational database concepts.
7. Fundamentals of the structured query language (SQL).
8. File transfer technologies.

Ability to:

1. Detect and troubleshoot problems with administrative applications, operational processes, and computer equipment.
2. Operate computers and related equipment.
3. Use computer software effectively.
4. Follow oral and written instructions.
5. Learn and maintain proficiency in the District's administrative systems, including operating systems, utilities, databases, and user applications.
6. Provide technical support to administrative system users at varied skill levels.
7. Train users and teach technical concepts clearly.
8. Work routinely without close supervision.
9. Adapt to changing technologies and learn functionality of new equipment and systems.
10. Communicate clearly and concisely, both orally and in writing.
11. Establish and maintain effective working relationships with those contacted in the course of work.
12. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - Any combination of the following would provide a typical way to obtain the required knowledge and abilities.

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in computer science or a related field.

Experience:

Two years of increasingly responsible experience using computer applications.

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 in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

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8/30/94;

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Management Information Services