Systems / Network Support Specialist
Cabrillo College

Job Title	Systems / Network Support Specialist
Department	Information Technology
Institution	Cabrillo College
	Aptos, California
Date Posted	Nov. 13, 2024
Application Deadline	11/26/2024
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Information Technology
Apply Online Here	https://apptrkr.com/5781859
Apply By Email	

Job Description

Systems / Network Support Specialist

Cabrillo College

Salary: See Position Description
Job Type: Full-time (100%)
Job Number: 2024-01909
Closing: 11/26/2024 11:59 PM Pacific
Location: Aptos/Watsonville, CA
Department:

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Information Technology

Employment Opportunity

We need **YOU**! Cabrillo College is looking for staff to provide quality programs and services for a diverse student population promoting ever-evolving needs as our students grow toward their individual aspirational goals. Cabrillo is an Hispanic Serving Institution (HSI) with a special focus on enhancing the Latinx student experience. Come join our team, valuing high-level and innovative instruction, support services, a welcoming environment, and helping to change the world one student at a time!

This **full-time, 12-months per year Systems / Network Support Specialist** position performs varied technical Information Technology (IT) support functions related to client-facing technologies including desktop/laptop hardware, software, printers, peripheral equipment, server/network connectivity, mobile devices and applications; installs, configures, diagnoses and troubleshoots multi-platform, networked client devices and peripheral equipment; participates in enterprise-wide software deployments; provides end-user training; and performs related duties as assigned.

The **ideal** candidate will share Cabrillo's commitment to educating its racially and socioeconomically diverse student population. Cabrillo College serves approximately 11,400 students per term. In the Fall of 2021, 58% of Cabrillo students are members of minoritized populations, identifying themselves as LatinX (48%), Multi Ethnic (5%), Asian (2%), Black Non-Hispanic (1%), Filipino (1%), American Indian/Alaskan Native (<1%) and Pacific Islander (<1%). In 2006, Cabrillo College was designated a Hispanic-Serving Institution, reflecting the great responsibility that the College has to the educational attainment and economic well-being of the surrounding community.

As a classified staff member at Cabrillo College, you will join a vibrant community of professionals and educators working together to provide a positive educational environment where our students experience diverse academic and cultural perspectives.

Examples of Duties

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Installs, configures, troubleshoots, upgrades, repairs and maintains desktop computers, printers, scanners, readers and other peripheral equipment and runs tests to ensure proper equipment

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operations; performs local/wide area and internet network installations; provides a wide range of support to users of personal computers, mobile devices, audio-video and telecommunication equipment; configures a wide range of software; recommends hardware configurations for end users; works with end users to define software solutions; documents all hardware and software configurations; provides end user training.

- Centrally configures and deploys end user devices using a variety of enterprise-level management suites including mobile device management and directory services platforms; builds and develops scripts to deploy custom images for lab areas; plans, schedules, coordinates and completes computer "lab" replacements; installs, tests and configures applications and new software functionalities for applicable servers and platforms.
- Maintains and configures assigned network servers including those involving application licensing, application hosting, application distribution, end-point management and printing services; creates and distributes configured application packages and installers for remote and self-service deployment to a variety of platforms including Windows, MacOS and IOS.
- Monitors, prioritizes, responds to and resolves technical support requests for hardware/software and connectivity issues received via the IT services management platform ticketing system or by in-person requests, phone calls/messages or emails; troubleshoots and diagnoses problems and errors; provides users with instructions in areas of network login, logout, passwords, email, drive mappings, desktop icon management and instructional applications; provides follow-up support until issues are resolved; works with other technical staff, vendors and manager to find solutions for reducing or eliminating issues.
- Performs on-site repair of desktop computers and peripherals; contacts manufacturers' technical support for in-depth triage of computer issues or for shipment of hardware components and/or replacements.
- Works collaboratively with manager and other technical staff to identify and implement standards for District-wide and campus-specific technology support such as average response time, mean time to repair, end-user satisfaction and problem resolution rate/time; develops best practices and fosters continuous improvement in customer support services; reviews help desk statistics and surveys, analyzes trends, identifies chronic problems and performs root-cause analyses.
- Maintains detailed inventory records of hardware, software and computer-related equipment using asset tracking and management systems to make informed decisions about technology purchases; disposes of obsolete assets following established procedures.
- Assists with forecasting cycle replacements or upgrading of desktop, laptop, printer and related technology assets; maintains proper hardware replacement planning information.
- Keeps technical skills current to meet continuing work responsibilities.
- Participates and may function as a lead on client-facing technology-related projects.

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OTHER DUTIES

- Installs, configures, sets up and supports a variety of audio-visual and public address (PA) systems utilized in classrooms and for special events.
- Demonstrates sensitivity to and understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation and ethnic backgrounds of community college students, faculty and staff.
- Performs related duties as assigned.

Minimum Qualifications

EDUCATION AND EXPERIENCE

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Understanding of, and sensitivity to, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation, of community college students, faculty and staff **AND**
- Two (2) years of college-level coursework in computer science, information technology or a related field, **AND** at least two (2) years of progressively responsible experience in providing technical customer support services to computer end-users in a local area network (LAN) environment **OR**
- An equivalent combination of training and experience.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Operational characteristics of various computer hardware and devices, operating systems and software used throughout the District.
- Best practices and advanced methods and equipment used for troubleshooting and resolving the causes of system, computer, application and hardware problems and device errors and failures.
- Processes and utilities used to build and remotely deploy computer system images.
- Network system concepts, security, access control and network operating software.
- Basic principles and practices of server and network administration, including methods and

procedures for configuring networked servers used for application licensing, hosting, distribution and end-point management.

- Security practices to ensure protection against potential security threats such as viruses, malware and spam.
- Effective customer service practices and etiquette.
- Data and voice communications concepts.
- Methods of data backup and restoration.
- General principles for the design, development, implementation and operation of voice, video, storage and data networks.
- Documentation procedures and recordkeeping and report preparation techniques.
- Methods and techniques of developing and providing user training.
- Basic project management techniques.
- Safety policies, practices and procedures applicable to the work.

Skills and Abilities to:

- Interact with customers and system users with courtesy, tact and patience to provide prompt and appropriate technical support services.
- Obtain accurate and complete information from customers, in person and by telephone, to identify their needs and problems and develop responses and solutions.
- Troubleshoot, diagnose and resolve computer software and network connectivity problems and failures of varying levels of difficulty.
- Utilize diagnostic test procedures and equipment.
- Organize, set priorities and exercise sound judgment within areas of responsibility.
- Maintain accurate inventory of computer hardware and software components,
- Participate in technical discussions with technical and non-technical groups.
- Write instructions in a manner that can be understood by computer users with different levels of computer literacy.
- Prepare clear, concise and accurate systems documentation and reports of work performed.
- Train computer users in the use of a wide variety of computer software, equipment and basic network operational procedures.
- Provide technical assistance to other staff members as required.
- Read, interpret and apply concepts found in online technical publications, manuals and other documents.
- Communicate effectively, both orally and in writing.
- Understand and follow written and oral instructions.
- Operate a computer and use standard business software.

- Establish and maintain effective working relationships.
- Uphold the District's mission, values and objectives including equity and Guided Pathways.
- Support an inclusive work environment that fosters diversity, respect and engagement.

Additional Information

Starting Salary Range: $5,984to $6,928per month; plus 5% annual increases up to step 7, maximum initial salary step placement on the classified salary schedule is step 4. **Full-time (40 hours per week) assignment, 12months per year.**Monday through Friday, 8:00 a.m. - 5:00 p.m. at the Aptos or Watsonville Campus as assigned, with evenings and weekends as required.

Classified employees are required to join the California Public Employees' Retirement System (CalPERS) and as such contribute up to 8% of their monthly salary to CalPERS on a pre-tax basis. Position scheduled to begin as soon as possible, pending continued categorical funding and Governing Board ratification. Salary is subject to proration based on beginning date of assignment.

Benefits: Our comprehensive benefits package includes medical, dental, life, short and long term, and vision (optional) insurance provided at a share of cost on a pretax basis, CalPERS Retirement and an Employee Assistance Program. Please see the Benefitslink on the HR webpage for more information.

Application Process:

1. Complete the application and answer all supplemental questions; provide detailed information to aid in determining the minimum qualification requirements have been met
2. Attach resume
3. Attach unofficial transcripts for college coursework completed, if applicable, **displaying any degrees conferred** (copies, photos, and downloads are acceptable). Foreign Transcripts must be evaluated for U.S. equivalency at the applicant's expense - click here for more information

Please note: All application materials must be received by 11:59 pm on the closing date indicated above.

Attention Applicants

Only completed applications with the above required documents will be reviewed by the committee. Application materials not required (including cover letters or letters of recommendation) for this position

will not be reviewed. Remove personally identifiable information such as personal photos, social security number, birth date, age, and gender from your application materials. Expenses related to the recruitment process are the responsibility of the applicant. Cabrillo is unable to sponsor work visas. A position eligibility pool may be established in order to fill other full-time, part-time, or substitute assignments as needs arise.

Questions? Concerns? Please contact HR as Departments, Divisions, and Committee Members are unable to discuss active recruitments with potential candidates.

Selection Procedure

A search committee will review and invite applicants for an interview. Meeting the posted requirements does not guarantee an interview. A written performance exercise and/or presentation/demonstration may be a part of the interview, and finalists may be invited to return for a second interview. All notifications will be via email, and by accessing your application profile.

Conditions of Employment

Selected candidates given a conditional offer of employment are required to submit tuberculosis screening clearance results, official transcripts, proof of eligibility to work in the United States, and present their Social Security card upon hire (for payroll purposes).

EEO Statement

Cabrillo College is an equal opportunity employer and actively seeks a diverse pool of qualified applicants. The policy of the College is to encourage applications from all persons. No person shall be denied employment because of ethnicity or race, color, sex or gender, gender identity, gender expression, age, religion, marital status, disability, sexual orientation, national origin, medical conditions, status or protected veteran status.

Accommodations

Persons with disabilities who require reasonable accommodation to complete the employment process must notify Human Resources at cabrillohr@cabrillo.edu.

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To apply, please visit https://www.schooljobs.com/careers/cabrilloedu/jobs/4709451/systems-network-support-specialist

jeid-430c481f69ddd947a7b6043ad84e673b

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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