

INFORMATION TECHNOLOGY SUPPORT SPECIALIST
San Jose/Evergreen Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=249729>

Downloaded On: Dec. 4, 2024 2:11pm

Posted Dec. 2, 2024, set to expire Dec. 8, 2024

Job Title	INFORMATION TECHNOLOGY SUPPORT SPECIALIST
Department	
Institution	San Jose/Evergreen Community College District San Jose, California
Date Posted	Dec. 2, 2024
Application Deadline	12/08/2024
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Information Technology
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INFORMATION TECHNOLOGY SUPPORT SPECIALIST

San Jose/Evergreen Community College District

Close/First Review Date:12/08/2024

Work Location: District Office

Position Description:

POSITION SUMMARY

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The Information Technology Support Specialist reports to the Help Desk and Reprographics Supervisor at the District Office. The work schedule is 12 months per year; Monday - Friday; 7:00 a.m. - 4:00 p.m.

This position is represented by the California School Employees Association (CSEA), Chapter 363.

POSITION PURPOSE

Under the direction of an assigned supervisor, perform skilled and technical duties related to the installation, maintenance and repair of computer endpoints including but not limited to: district-owned desktop and laptop computers, various mobile computing devices, peripheral equipment, printers, audio-visual equipment; assist faculty and staff in the proper use and maintenance of equipment both on and off campus.

DUTIES AND RESPONSIBILITIES

1. Install, maintain and perform routine to complex troubleshooting and repair on IT equipment such as desktop and laptop computers, mobile computing devices, peripherals, printers, audio-visual equipment and other related equipment.
2. Install, maintain and support software for classrooms, meeting rooms, offices, work rooms, facilities and labs across campus. This involves large scale deployment and management of software and licenses using a variety of software imaging and management tools.
3. Support cloud computing (i.e. cloud storage, webmail. Learning management systems, web-based software) enhance productivity, operations, research, learning and instruction.
4. Troubleshoot and resolve printing, copying and scanning issues for all printers and copiers for assigned sites.
5. Transport, set up and test a variety of audio, video and telecommunication and computer equipment including televisions, cameras, monitors, recording devices, microphones, audio and video switches; balance and adjust video equipment; troubleshoot problems on-site.
6. Install and configure network stations, connect network cards, cables, and other network equipment as needed to connect devices to the District network; provide technical support and analyze symptoms of malfunctions. Provide installation and testing of network equipment for instructional purposes. Troubleshoot network connectivity issues.

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7. Diagnose system hardware and software; perform appropriate repair or recovery procedures; assist non-technical users and provide technical support based on analysis of symptoms.
8. Operate a variety of hand and power tools as needed to install and repair equipment and classroom technologies.
9. Provide assistance, information and technical expertise to faculty and staff regarding the safe and proper operation and maintenance of assigned equipment.
10. Provide input into the budget preparation process; research the cost, technical specifications and comparability of electronics equipment.
11. Prepare and maintain a variety of records related to equipment maintenance and repair, inventory control, service manuals and wiring diagrams, software and licensing agreements.
12. Assist in the evaluation, design and recommendations for classroom AV systems; evaluate, test and modify existing equipment to improve performance and reliability.
13. Provide technical and user support for a variety of events and meetings including video conferencing (such as Zoom and Skype) and audio-visual technology setup and teardown including conference phones.
14. Perform other duties related to the position as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. Computer operating systems, office productivity software, instructional application software.
2. Best practices of computer, printer, audio-visual repair and troubleshooting.
3. Cloud computing and mobile computing and related applications.
4. Printing system configuration and maintenance.
5. Audio-visual equipment and components related to classroom instructional use and events and conference rooms

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6. Applicable safety rules and regulations.

Skills and Ability to:

1. Inspect, troubleshoot, and repair computer and audio-visual equipment.
2. Operate and use various hand and power tools in a safe and correct manner.
3. Install, maintain and configure complex software environment.
4. Analyze situations accurately and adopt an effective course of action.
5. Stay current in field by continually expanding knowledge of software programs and networking systems on a variety of operating systems.
6. Define problems, research and collect data, and write routine reports and correspondence.
7. Effectively communicate and interact with persons of diverse backgrounds and abilities.
8. Establish and maintain cooperative and effective working relationships with others.

Required Qualifications:

EDUCATION AND EXPERIENCE

1. Associates degree from a two-year accredited or technical school.
2. Three years of experience in computing hardware and software, networking, and digital/analog audio-visual equipment repair.

Desired Qualifications:

1. Bilingual abilities, desirable.

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Districts Diversity Requirements

- Demonstrated sensitivity, knowledge and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic background of groups historically underrepresented, and groups who may have experienced discrimination.

Success integrating diversity as appropriate into the major duties outlined in the job description and in the duties listed in the Districts hiring policy; or demonstrated equivalent transferable skills to do so.

Salary Range:

\$93,958 - \$114,716 Annual Salary (Range 112: Classified Salary Schedule Fiscal Year 2024-2025). Starting placement is generally at Step 1.

Benefits:

Excellent fringe benefit package includes a pension, medical, dental, vision, EAP (employee assistance plan) and life insurance for employee and eligible dependents, and income protection. Voluntary plans include supplemental life insurance, Flexible Spending Accounts, 403b and 457 Deferred Compensation Accounts. Classified employees also receive vacation, 12 sick leave days and 20 paid holidays.

To be considered for this position please visit our web site and apply on line at the following link: <https://sjeccd.peopleadmin.com/>

About San Jose/Evergreen Community College District

The District is represented by dedicated and talented employees who are passionate about providing our student population with the best educational experience possible. The District recognizes that cultural diversity in the academic environment promotes academic excellence; fosters cultural, racial and human understanding; provides positive roles models for all students, and creates an inclusive and supportive educational and work environment for its employees, students, and the community it serves.

As of fall 2017, with enrollment of approximately 18,500 per semester, and an extremely diverse student population (Hispanic/Latino 44%, Black/African-American 4%, Asian/Pacific Islander 32%, American Indian/Native American 0.5%, White/Caucasian 11%) attaining educational goals reflecting 45% - AA Degree and Transfer to a 4-Year College/ University, the Districts emphasis on student



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success makes it a recognized educational leader in the State.

The District encourages a diverse pool of applicants to serve as colleagues to an existing diverse group of managers, supervisors and confidential staff consisting of 29 % Hispanic/Latino, 13% Asian/Pacific Islander, 7% Black/African American, 23% White/Caucasian, and as well as encouraging applications from all qualified, outstanding applicants.

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Contact Information

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

Contact

Staff

San Jose/Evergreen Community College District

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