

**IT Systems Specialist II**  
**South Orange County Community College District**

Direct Link: <https://www.AcademicKeys.com/r?job=254574>

Downloaded On: Apr. 1, 2025 10:23am

Posted Mar. 18, 2025, set to expire Jan. 28, 2026

**Job Title** IT Systems Specialist II

**Department**

**Institution** South Orange County Community College District  
Mission Viejo, California

**Date Posted** Mar. 18, 2025

**Application Deadline** Open until filled

**Position Start Date** Available immediately

**Job Categories** Classified Staff

**Academic Field(s)** Information Technology

**Job Website** <https://www.schooljobs.com/careers/socccd/jobs/4873252/it-systems-specialist-ii>

**Apply By Email**

**Job Description**

**Application Instructions:**

- Complete all sections and fields on the application and attach all required documents – incomplete applications may not be considered.
- Include all relevant education, training, and/or experience on the application.
- Do not include any personally identifiable, confidential, or otherwise unrequested information that does not pertain to job related factors (e.g., social security number, date of birth, pictures, etc.) on your application or attached documents.

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- For job postings with a close date, all applications received by 11:59 PM (Pacific Time) on the job posting close date, will receive consideration.
- For job postings with an initial screening date, all applications received by 11:59 PM (Pacific Time) on the job posting initial screening date, will receive priority consideration; however, typically the job posting will remain open, and continue to accept applications, until the position is filled.
- For job postings requiring professional references, include at least three (3) professional references from the following categories:

1. Current department chair(s) (for faculty) or supervisor(s);
2. Previous department chair(s) (for faculty) or supervisor(s) (from within the past five (5) years);
3. Master's thesis or Doctoral Dissertation advisor or supervisor (for faculty);
4. Colleague(s) or co-worker(s) who can address professional competency and skills relevant to the position; and/or
5. Other professional references.

Please note, professional references are typically contacted when a candidate is selected for, or as a finalist for, a position.

## Description

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.

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### **SUMMARY DESCRIPTION**

Under direction from the appropriate manager, administrator, or designee, assumes responsibility for a variety of intermediate level and hands-on technical functions related to local voice and data networks equipment, including design, engineering and operations; installs, operates and maintains network and computer support systems; and troubleshoots networking issues and equipment.

### **DISTINGUISHING CHARACTERISTICS**

This is the intermediate level in the IT Systems Specialist series. Positions at this level require significant knowledge and hands-on experience and receive only occasional instruction or assistance as new or unusual situations arise.

### **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.

Analyze requirements, performs cost analyses and feasibility studies as requested; develop plans and designs, prepare detailed technical operational specifications or requests for proposals and other documentation required for development and implementation of network, data, computer, storage, virtual and cloud based systems.

Assist in evaluating network systems requirements; recommend modifications to hardware, software, business processes and/or new equipment; analyze technical problems and recommend appropriate corrective measures.

Install, maintain, diagnose, analyze and repair computers, printers, servers, data center hardware, MDF and IDF hardware, and network architecture for desktop applications, virtualized servers and desktops, and use in classroom or laboratory settings; diagnose, analyze and remedy hardware component and software application failures or malfunctions.

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Perform back up and restoration of network files for disaster recovery; create documentation of network paths, shortcuts and resources.

Design and create network shared resources, user accounts, group accounts, security groups, and other permissions to network access; develop user and machine access profiles; install, configure and maintain network cabling, unmanaged switches and jacks; Manage access to local, remote, and shared resources.

Administer, manage, and monitor Identity and Access Management solutions.

Administer federated, multifactor, and radius based authentication systems.

Coordinate activities involved with analysis and troubleshooting of technical problems in the operation of networks, and network equipment, and related data systems; initiate appropriate corrective action.

Perform basic adds, moves, and changes for the voice network and voicemail infrastructure. Additionally, perform basic troubleshooting for the voice network and voice network related devices and services.

Perform basic network troubleshooting for any network connected devices.

Implement and maintain basic network security technologies.

Participate in the design and implementation of software and web-based applications for file conversion, kiosk units, e-mail access, work order submission, tracking and maintenance, room and equipment utilization and inventory control.

Interface with vendors and consultants in the development of quotes and proposals to meet design criteria; evaluate equipment to determine compliance with specifications; assist with procurement processing.

Interact with and direct vendor service/support technicians and consultants in the installation, maintenance, support, and troubleshooting of technology systems; provide input regarding systems/process requirements and specifications.

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Create and maintain documentation library of network facilities, including cabling, conduit and equipment.

May Meet and confer with instructors and staff to determine technical requirements needed to meet each semester's educational objectives; analyze requirements and assist with developing plans and designs; prepare technical operational specifications and other documentation required for development and implementation of network and data systems.

Perform related duties as required.

### **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:**

Educational institutional systems, physical and virtual systems and other related peripherals, including printers, computer labs, conference rooms, servers, network equipment and other learning spaces and technologies.

Operational characteristics of network security technologies including but not limited to Firewalls, NAC, SEIM, EDR, Vulnerability Scanners.

Operational characteristics of Voice over IP or equivalent technologies.

Operational characteristics of Infrastructure As A Service cloud technologies.

Operational characteristics of virtualization technologies.

Operational characteristics of local and wide area network systems.

Operational characteristics of a variety of communication systems and devices.

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Principles and practices of troubleshooting technical network and computer system hardware and software problems.

Principles and practices of network server design, engineering, installation and maintenance.

Desktop and server operating system and related software deployment related systems.

Personal computer hardware and software components.

Principles and practices of customer service.

Operational characteristics of various computer software packages.

Data and network standards and applications.

Application of microcomputers to perform tasks and a working knowledge of commonly used application programs.

Equipment and materials currently available for new and revised data network installations.

Fundamentals of personal computer operation, specifically installation and maintenance techniques and testing data communications connections.

### **Ability to:**

Conduct surveys of existing network installations, evaluate their effectiveness and efficiency and recommend design modifications to systems or equipment, as necessary.

Assimilate and analyze data and prepare accurate and concise engineering reports and studies.

Design, configure and maintain effective and efficient network systems, server resources and client workstations to meet District guidelines.

Analyze technical problems accurately and recommend or take an effective course of action.

Modify a variety of network and electronic systems and equipment.

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Coordinate large projects requiring the involvement of several departments.

Train other staff in network operating principles and network environment.

Make system programming changes to network equipment and systems.

Work independently with minimum of direct supervision.

Respond to and identify user network and computer related problems.

Communicate technical information to a wide variety of users.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

### **EDUCATION AND EXPERIENCE GUIDELINES**

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

#### **Education/Training:**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, information systems, telecommunications, data communications, network technology or a related field. Substantial directly related work experience and/or related technical certifications may substitute for formal education.

#### **Experience:**

Two years of increasingly responsible experience in data communication, technical support and network service operations as a network technician.

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### **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. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with academic and classified staff and others. At least minimal environmental controls are in place to assure health and comfort.

#### **Physical:**

Primary functions require sufficient physical ability and mobility to work in an indoor and outdoor environment; 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 and multimedia equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

## **Supplemental Information**

Initial Screening Date:



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**April 7, 2025**

Range **136** of the **CSEA** Salary Schedule

Work schedule: **Monday - Friday (8:00 AM - 5:00 PM)**- Schedule and shift are subject to change in accordance with the department's needs.

For non-exempt classifications, please note: During the summer months, the District will be in operation **Monday – Thursday (7:30 AM – 6:00 PM)** and closed on Fridays from May 25, 2025 – August 9, 2025 - Schedule and shift are subject to change in accordance with the department's needs.

Hour per Week: **40**

Months per Year: **12**

**Special COVID-19 Notice:**

Interviews may be held in-person (following all necessary precautions) or in a virtual format. Employees must reside in California while employed with the South Orange County Community College District (SOCCCD), even during offsite work.

The SOCCCD is committed to protecting the health and wellbeing of students, faculty, staff, managers, and the communities it serves. More information can be found on the SOCCCD website by visiting <https://www.socccd.edu/communications/covid-19-information>.

**Notice to all Candidates for Employment:**

The Immigration Reform and Control Act of 1986, Public Law 99-603, requires that employers obtain documentation from every new employee which authorizes that individual to accept employment in this country. The SOCCCD will not sponsor any visa applications.



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**California Public Employees Retirement System and California State Teachers Retirement System:**

A California Public Employees Retirement System (CalPERS) retiree may not accept employment until after the first 180 days of retirement. Anyone retired from CalPERS accepting permanent employment with the SOCCCD will be required to reinstate as an active CalPERS member. Please contact CalPERS for additional information regarding your retirement status.

Any active vested member of California State Teachers Retirement System (CalSTRS), who accepts employment with the SOCCCD to perform service that requires membership in CalPERS, is eligible to elect to continue retirement system coverage under CalSTRS

**Disability Accommodations:**

If you require special accommodations in the application and/or evaluation process, please notify Human Resources at least two (2) business days prior to the job posting close or initial screening date, by either calling (949) 582-4850 or sending an e-mail to [hrrinfodesk@socccd.edu](mailto:hrrinfodesk@socccd.edu).

**Attendance Requirement:**

All SOCCCD employees are required to report to work on a regular and consistent basis, as scheduled, to assigned job.

**Campus Crime and Safety Awareness:**

Information regarding campus crime and safety awareness can be found at [www.ivc.edu](http://www.ivc.edu) or [www.saddleback.edu](http://www.saddleback.edu). Paper copies are available in the Human Resources office upon request.

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### **Non-Discrimination Notice:**

The SOCCCD provides access to its services, classes, and programs without regard to national origin, immigration status, religion, age, gender, gender identity, gender expression, race, ethnicity, color, medical condition, military and veteran status, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy, or because they are perceived to have one or more of the foregoing characteristics, or based on association with a person or group with one or more of these actual or perceived characteristics.

### **California Fair Chance Act:**

The SOCCCD will consider qualified applicants with a criminal history pursuant to the California Fair Chance Act. You do not need to disclose your criminal history or participate in a background check until a conditional job offer is made to you. After making a conditional offer and running a background check, if the SOCCCD is concerned about a conviction that is directly related to the job, you will be given the chance to explain the circumstances surrounding the conviction, provide mitigating evidence, or challenge the accuracy of the background report.

### **Diversity, Equity, Inclusion and Equal Employment Opportunity:**

The SOCCCD is committed to creating an academic and work environment that fosters diversity, equity, and inclusion (DEI) and equal employment opportunity (EEO) for all, and ensures that students, faculty, staff, and managers of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion, makes the SOCCCD a unique and special place for individuals of all backgrounds.

The SOCCCD is looking for equity and inclusion-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to the understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present within our community. When you join the SOCCCD, you can expect to be



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part of an exciting, thriving, equity-focused, and inclusive community that approaches higher education with the lens of social justice and collaboration among students, faculty, staff, managers, and community partners. In deciding whether to apply for a position at the SOCCCD, you are strongly encouraged to consider whether your values align with the SOCCCD's mission and goals for DEI and EEO.

**THE SOCCCD IS AN EQUAL OPPORTUNITY EMPLOYER**

### **Contact Information**

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

### **Contact**

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