



IT SUPPORT SPECIALIST II

BASIC FUNCTION

Under the direction of an assigned supervisor, provide advanced technical assistance, training, and support to users regarding the use of computer hardware, peripheral equipment, and application software programs. Perform advanced technical duties in the installation of computer and network equipment for employees.

DISTINGUISHING CHARACTERISTICS

Employees in this classification address complex issues and are the highest-level support for students and employees for installation, maintenance and troubleshooting of computer, network, phone, printing, and audio-visual equipment. Coordinates work with outside vendors as needed to resolve issues. Manages complex deployment projects.

ESSENTIAL DUTIES & RESPONSIBILITIES

The following duties and responsibilities describe the general nature and level of work being performed. It is not intended to be restricted or construed as an exhaustive list of all duties and responsibilities required of individuals so classified, and not all duties listed are necessarily performed by each employee in this classification.

1. Performs computer, network, phone, and audio-visual equipment support and troubleshooting; receives and responds to complex and/or escalated service calls.
2. Provide coordination and oversight of technology to manage the phone system, imaging system, imaging of computer systems, computer patching, mobile devices, and other advanced technology systems.
3. Provides support for computer, network, phone, and audio-visual equipment technical issues that require advanced technical expertise, set-up/installation, training, and support services.
4. Assembles, installs, and tests computer hardware and related equipment; installs required wiring and cabling and connections to servers on premise and in the cloud.
5. Receives, inventories, sets-up, and tests incoming computers, phone systems, audiovisual equipment, and related IT peripheral equipment.

6. Provides advanced expertise in designing workstations in offices and classrooms.
7. Troubleshoots and repairs computer, server and network connections, telephone systems, audio-visual equipment, and peripheral equipment.
8. Creates and distributes enterprise-wide computer and software packages to be deployed by imaging technologies.
9. Install, configure, and manage complex audio and video equipment.
10. Coordinates warranty work and major repair services.
11. Designs and deploys system security and protection mechanisms for confidential information, files, and electronic data.
12. Prepares and maintains records and reports related to user accounts and profiles.
13. Coordinates the work of assigned student workers.
14. Other job-related duties as assigned.

QUALIFICATIONS

Knowledge Of:

- Computer and mobile device operating systems.
- Operating system and software patch management, group policies and profile support.
- System and network troubleshooting and diagnostic techniques.
- Enterprise desktop systems and related equipment.
- Enterprise PC imaging and management tools and software deployment technologies.
- Project management, asset management, and change control processes.
- Principles of directory account management for computer environments.
- Network and Wi-Fi technologies.
- HyFlex and smart classroom control system configuration software and components.
- Audio and Video production.
- Research techniques to solve technical problems.

Skills and Abilities To:

- Install, test, troubleshoot, maintain, repair and upgrade computer, network, phone, printing and audio-visual equipment and software.
- Operate and test computer hardware, peripheral equipment, and applications software.
- Troubleshoot and diagnose IT systems and peripheral equipment failures.
- Install wiring and cabling for voice, video, and data.
- Prepare and maintain maintenance and repair records, and reports.
- Establish and maintain cooperative and effective working relationships with others.

- Work independently with little direction.
- Manage student workers.
- Communicate effectively both orally and in writing.
- Use customer service and telephone skills.

Education and Experience:

An associate degree in computer science or a related field plus two (2) years of related experience or equivalent combination of education and experience.

Certificates, Licenses, Special Requirements:

Certain assignments may require a valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

Other Requirements:

Imperial Community College is committed to creating an academic and work environment that fosters diversity, equity, and inclusion and equal opportunity for all, and ensures that students, faculty, management, and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion makes our district a unique and special place for individuals of all backgrounds. It is important that our employees' values align with our District's mission and goals for Equal Opportunity, Diversity, Equity, Inclusion, and Access.

WORKING CONDITIONS

Work Environment:

Office and classroom environment.

Physical Demands:

Ability to travel to various locations either walking or in a vehicle; ability to stand for long periods of time operate office and classroom equipment; technical documentation reading ability both in print and using technology systems; reaching in all directions; bending and twisting; ability to lift and carry 50 pounds.

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

Mental Demands:

Ability to work well with others; ability to communicate so others will be able to clearly understand; ability to understand/interpret spoken and written communications both in person and remotely, including technical documentation.