Job Title: Information Technology Specialist

CLASSIFICATION DESCRIPTION

Department: Varied

Pay Grade: 109

FLSA Status: Exempt

Remote Work Eligible: Yes

JOB SUMMARY

This position may either focus on the support, operation, and optimization of voice and networks throughout the SPC infrastructure or focus on the support of students, faculty and staff in performing essential functions in the College's student information or documentation systems.

Job duties may involve: working to implement, manage, and maintain a variety of network systems, such as wide area networks, local area networks, Internet, and other communication systems; designing wireless networking systems; maintaining phone systems; supporting remote worker access systems; assisting with the communications support of other critical infrastructure systems; and collaborating on facilities construction projects, campus security with CCTV, access control, and support of College-wide student learning objectives.

Job duties may also involve either: a) providing end-user support; troubleshooting issues; testing and maintaining the SIS during new development and bundle applications; serving as an administrator of systems such as DAVID, PERT Repository, Perceptive Content, Who's Next, School Messenger; providing access/removing access to the databases; working with the vendors; and providing any necessary training on databases; or b) ensuring that faculty and staff have immediate access to students' imaged records; providing vital documentation during federal/state financial assistance audits; developing and maintaining the ECM system for end-users; and providing consulting to other departments who want to utilize the software to create an electronic version of essential student records within their department.

DISTINGUISHING CHARACTERISTICS

Eligible to work remotely.

ESSENTIAL JOB FUNCTIONS

- Maintains and supports networks on multiple campuses; resolves common network problems and service requests depending on assigned area.
- Maintains and supports telephone hardware, telecommunications systems, and collaborative technology (analog phone lines, VoIP, PSTN connectivity, collaboration systems) depending on assigned area.

Prepared: February 2023

- Installs network hardware and software (operating system and protocol configuration, switch stacks, optical transceivers, modules, power supplies, UPS systems) depending on assigned area.
- Performs network analysis and troubleshooting including packet capturing, fiber-optic and data cable fault detection, network device misconfiguration, etc. depending on assigned area.
- Designs wired and wireless networks based on coverage, capacity, and speed requirements as defined by academic and operational objectives depending on assigned area.
- Supports and maintains various enterprise-level systems such as Remote Worker Access (VPN), virtual application access, monitoring systems, emergency broadcast and notification systems, enhanced 911, secured network/compute zones, etc. depending on assigned area.
- Collaborates with and supports other departments in determining operational and strategic objectives depending on assigned area.
- Participates throughout a construction project regarding installation of networking and telecommunication services and standards depending on assigned area.
- Assists other departments with specialized networking device configuration and operations. depending on assigned area.
- May assist end-users in the setup of classes within PeopleSoft; answer questions; troubleshoot issues that arise; run queries to identify class setup issues in order to maintain up to date and accurate class information; and perform special tasks for users such as batch advisements or run reports depending on assigned area.
- May respond to a high volume of emails, phone calls. or instant messages from end-users daily depending on assigned area.
- May test functionality of systems; document bugs; and test resolutions before moving to production depending on assigned area.
- May serve as Administrator of systems such as DAVID, PERT Repository, Perceptive Content, Who's Next, and School Messenger as assigned.
- May provide access/remove access to assigned databases depending on assigned area.
- May develop online training materials and documentation depending on assigned area.
- May provide functional security for users depending on assigned area.
- Depending on assignment; monitors and maintains ECM system and functions; adds new functions; resolves technical issues; provides assistance and training for end-users.
- Depending on assignment, maintains and updates system procedures for users; creates and provides reports.
- Depending on assignment, installs and configures ECM for new users; provides assistance to other departments as needed.
- Depending on assignment, ensures that faculty and staff have immediate access to students imaged records for assisting the students and for providing vital documentation during federal/state financial assistance audits.
- Provides higher-level support for other technical teams responsible for supporting computers, printers, end users, and other miscellaneous technology devices.
- Addresses other critical priorities and duties as assigned by management.
- Responds to a high volume of emails, phone calls, and instant inquiries from end-users.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Bachelor's degree in a related field; two (2) years of work experience in a related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:
- Systems analysis and design principles;
- Voice and networks;
- Document imaging;
- Users interface with systems;
- Process improvement principles;
- Web site development methods, principles, and practices;
- Operating systems;
- Customer service principles;
- Training principles; and
- Computers and related software applications,

Skills in:
- Programming;
- Troubleshooting applications, databases, and systems;
- Establishing procedural and technical standards;
- Training end-users on applications and systems;
- Resolving issues;
- Communicating technical information to a non-technical audience;
- Dealing with challenging situations;
- Translate customer needs into system specifications; and
- Communication, interpersonal skills as applied to interaction with assigned workers, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:
- Prioritize work;
- Work with a diverse set of end-users;
- Meet deadlines for deliverables;
- Monitor and assess web sites; and
- Interpret customer requirements and translate them into system specifications.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

Valid Florida Driver's License.
IT certifications (CompTIA, Cisco, Microsoft, etc.) preferred.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.	**X**	Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	**X**
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.	**X**	Reaching – extending hands or arms in any direction.	**X**
Crawling – moving about on hands, knees, or hands, feet.	**X**	Repetitive Motion – substantial movements of wrists, hands, fingers.	**X**

Crouching – bending body forward by bending leg, spine.	**X**	Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	**X**
Feeling – perceiving attributes of objects by touch with skin, fingertips.	**X**	Standing – for sustained periods of time.	**X**
Fingering – picking, pinching, typing, working with fingers rather than hand.	**X**	Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	**X**
Grasping – applying pressure to object with fingers, palm.	**X**	Talking 1 – expressing ideas by spoken word.	**X**
Handling – picking, holding, or working with whole hand.	**X**	Talking 2 – shouting to be heard above ambient noise.	**X**
Hearing 1 – perceiving sounds at normal speaking levels, receive information.	**X**	Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	**X**
Hearing 2 – receive detailed information, make discrimination in sound.	**X**	Visual Acuity 2 – color, depth perception, field of vision.	**X**
Kneeling – bending legs at knee to come to rest at knees.	**X**	Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	**X**
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.	**X**	Visual Acuity 4 – operate motor vehicles/heavy equipment.	**X**
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	**X**	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	**X**
Pulling – use upper extremities to exert force, haul or tug.	**X**	Walking – on foot to accomplish tasks, long distances, or site to site.	**X**

TYPE OF WORK

Work performed is primarily:

☐ *Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

☐ *Light work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.

☒ *Medium work*: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

☐ *Heavy work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

☐ *Very heavy work*: Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights, weekends, and holidays. Work may require some intercampus travel.

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.