



Job Title: Senior Technology Support Specialist

CLASSIFICATION DESCRIPTION

Department: Varied
Pay Grade: 108
FLSA Status: Exempt
Remote Work Eligible: Yes

JOB SUMMARY

This position monitors, troubleshoots, and maintains complete information technology systems; provides training and direction to end users; and coordinates and prioritizes information technology support activities for a designated area or function. Responsibilities may include: monitoring software copyright compliance; providing training and direction to end-users; identifying and sharing best practices; supporting the testing of patches, upgrades, and programming changes; reviewing and prioritizing work orders; allocating staff to assignments; determining and implementing departmental procedures; researching and resolving complex, non-routine issues; researching and recommending technology updates and changes; coordinating large-scale upgrades or installations; and maintaining a software tracking database.

DISTINGUISHING CHARACTERISTICS

Eligible to work remotely.

ESSENTIAL JOB FUNCTIONS

- Coordinates large-scale repairs and related projects, which includes: troubleshooting complex problems associated with applicable information technology equipment and software; researching technological solutions when necessary; recommending technology upgrades; maintaining software tracking inventory database; testing and installing patches and upgrades; and monitoring software copyright compliance.
- Provides help-desk telephone support and on-going troubleshooting assistance to users regarding complex information technology and/or hardware, software, and/or other related items; coordinates technical support with vendors for installations, repair, and/or maintenance issues.
- Sets up, installs, configures, tests, updates, and maintains computers, peripheral devices, and/or related software and hardware; repairs computers and peripheral devices.
- Obtains quotes; generates purchase orders as needed; and manages inventory and inventory reporting.
- May update media signage.
- Prepares and presents training and direction to end-users.

- Prioritizes and assigns work to assigned staff; monitors the performance of that staff; and trains staff on work methods and procedures.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

High school diploma or equivalent plus some technical training in information technology; four (4) years of related work experience providing technical support; 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:

- Applicable hardware, software, and peripheral equipment;
- Applicable operating systems;
- Technology troubleshooting techniques.
- Customer service principles;
- Applicable hand tools and diagnostic equipment;
- Training principles;
- Recordkeeping principles; and
- Computers and related software applications.

Skills in:

- Repairing hardware, software, and peripherals;
- Installing hardware and software;
- Providing end-user support;
- Communicating technical information to a non-technical audience;
- Ordering and maintaining equipment and inventory;
- Maintaining operational records;
- Training end-users;
- Using a computer and related software applications; 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:

- Troubleshooting.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

Some positions may require technical certification in area of responsibility such as A+, Microsoft Certified Professional, and Network +.

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

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 and weekends. Work may involve some travel.

May be subjected to electrical currents and workspace restrictions.

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.