



Job Title: Technology Support Specialist

CLASSIFICATION DESCRIPTION

Department: Varied
Pay Grade: 107
FLSA Status: Non-exempt
Remote Work Eligible: Yes

JOB SUMMARY

This position, which may be assigned to a specific campus or department, provides standard computer and technical assistance to individual end-users; installs and repairs hardware, software and peripherals; and enhances the technical skills and abilities of technology users via technology support activities. Responsibilities may include: moving, updating, repairing and installing hardware, software and peripherals; deploying new computers; determining hardware and software needs; providing training to end-users; maintaining records on technical issues; entering data; and troubleshooting technical issues in person, over the phone, and via email.

DISTINGUISHING CHARACTERISTICS

Eligible to work remotely.

ESSENTIAL JOB FUNCTIONS

- Sets up, installs, configures, tests, updates, and maintains computers, peripheral devices, and/or related software and hardware; repairs computers and peripheral devices.
- Troubleshoots, diagnoses, reports on, and resolves problems associated with applicable information technology equipment and software.
- Provides remote 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.
- Prepares a variety operational records and reports.
- Focuses on end-user skill development while resolving technical issues to encourage end-user technical knowledge; communicates in a non-technical manner to ensure the end-user understands all actions.
- Identifies common technical knowledge gaps and notifies manager of potential training needs for students, staff, and faculty.
- May use remote support tools including Skype for business and remote assistance to train, diagnose, troubleshoot, and fix technical requests and problems related to College software and hardware.

- May provide remote support to include software installations, troubleshooting MS Office, MS Windows, and browser issues, peripheral installs, etc.
- Remotely accesses computers of students limiting the access to only the files and programs required to meet their request.
- Communicates with College staff and faculty via phone, email, and MS Service Manager.
- May create faculty tutorials on PDF format.
- May operate audio, video, and lighting equipment at the CETL Green Screening Studio; review scripts and slideshow presentations sent by faculty prior to their recording sessions; and edits video.
- May issue and deploy College-wide accessibility technology for students requiring special technical accommodations.
- Utilizes MS Service Manager to monitor and document technical requests.
- Identifies when issues need to be escalated to a higher level of support and collaborates with that support person as needed to resolve the issue.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Associate degree or equivalent technical training in information technology; two (2) years of related work experience providing user support for assistive technology; 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:

- Working with persons with disabilities;
- Applicable hardware, software, and peripheral equipment;
- Applicable operating systems;
- Technology troubleshooting techniques.
- Customer service principles;
- Applicable hand tools and diagnostic equipment;
- 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;
- 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:

- Troubleshoot problems with hardware, software, and peripherals.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

Valid Florida Driver's License.

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.	<u>X</u>	Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	<u>X</u>
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.	<u>X</u>
Fingering – picking, pinching, typing, working with fingers rather than hand.		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.	
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, weekends, and holidays. 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.