

Job Title: OPS Technology Support Specialist

Compensation: \$18.23 - \$18.23

FLSA Status: Non-exempt

Salary Admin Plan: OPS (temporary-part-time)

Pay Grade: OPS Career Level 5

Position Summary:

Incumbents provide standard computer and technical assistance to individual end users; and install and repair hardware, software and peripherals. 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 and over the phone. Incumbents may be assigned to a specific campus or department.

This position would be responsible for enhancing the technical skills and abilities of technology users via technology support activities. The position will provide in-depth remote desktop support college-wide using tools such as Lync and Remote Assistance that will enable the end-user to follow and understand the steps required to meet their request. This position will provide Level 2 technical support at the Technical Support Desk and will serve as back up to Level 1 technical support when needed.

Typical Essential Duties

- Focus on end-user skill development while resolving technical issues to encourage end-user technical knowledge
- Communicate in a non-technical manner to ensure the end user understands all actions
- Identify common technical knowledge gaps and notify manager of potential training needs for students, staff, and faculty
- Use remote support tools including Lync and Remote Assistance to train, diagnose, troubleshoot, and fix technical requests and problems related to college software and hardware

- Remote support to include software installations, troubleshooting MS Office, MS Windows, and browser issues, peripheral installs, etc.
- When remotely accessing an individual's computer, be prudent in accessing only the files and programs required to meet their request.
- Communicate with college staff and faculty via phone, email, and MS Service Manager
- Utilize MS Service Manager to monitor and document all technical requests
- During heavy call volume, provide back up to Level 1 support at the Technical Help Desk
- Identify when issues need to be escalated to Level 3 support and work with Level 3 support as needed to resolve the issue

Requirements:

Education:

High School Diploma or equivalent (GED) and some technical training in information technology.

Experience:

Two years experience providing user support.

**An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job may be acceptable in lieu of those requirements listed above.*

Knowledge:

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

Skills:

- Troubleshooting and 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;
- Communication, interpersonal skills as applied to interaction with subordinates, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Physical:

- Positions in this class typically require: reaching, standing, walking, grasping, feeling, talking, hearing, seeing and repetitive motions.
- Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Incumbents may be subjected to electrical currents, workspace restrictions, and travel.

Responsibilities:

These duties are a representative sample; position assignments may vary.		Potential Frequency
1.	Sets up, installs, configures, tests, updates, and maintains computers, peripheral devices, and/or related software and hardware; repairs computers and peripheral devices.	Daily 50%
2.	Troubleshoots, diagnoses, reports on, and resolves problems associated with applicable information technology equipment and software.	Daily 30%

These duties are a representative sample; position assignments may vary.		Potential Frequency
3.	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.	Daily 15%
4.	Prepares a variety operational records and reports.	Daily 5%
5.	Performs other duties of a similar nature or level.	As Required

Equal Access/Equal Opportunity

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