

Job Title: OPS Senior Technology Support Specialist

Compensation: \$19.14 - \$19.14

FLSA Status: Non-exempt

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

Pay Grade: OPS Career Level 6

Position Summary:

Incumbents monitor, troubleshoot and maintain complete information technology systems, provide training and direction to end users, and coordinate and prioritize 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.

Requirements:

Education:

High School Diploma or equivalent (GED).

Experience:

Some technical training in information technology, and four years experience providing technical 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;
- Training principles;
- 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;
- Training end-users;
- 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.

License:

Some positions may require technical certification in area of responsibility.

Responsibilities:

These duties are a representative sample; position assignments may vary.		Potential Frequency
1.	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, upgrades, and monitoring software copyright compliance.	Daily 30%
2.	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 30%
3.	Sets up, installs, configures, tests, updates, and maintains computers, peripheral devices, and/or related software and hardware; repairs computers and peripheral devices.	Daily 20%
4.	Prepares and presents training and direction to end-users.	Weekly 10%
5.	Prioritizes and assigns work to lower level staff; monitors the performance of lower level staff; and trains staff on work methods and procedures.	Daily 10%
6.	Performs other duties of a similar nature or level.	As Required

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