Systems Support Specialist I

Job Code 00007234

General Description
Responsible for providing technical support to the faculty and staff of assigned department by installing, troubleshooting and maintaining hardware and software and audiovisual equipment.

Example of Duties
Install, maintain and troubleshoot computer hardware, associated peripherals and software.
Research, diagnose, analyze, and solve computer and media equipment problems.
Maintain classroom technologies databases.
Coordinate and supervise installation, testing and monitoring of ITV equipment and other instructional equipment and software.
Create and update documentation of procedures.
Assign and supervise student workers.
Give input into the design to protect servers and workstations from intrusion, infection or inappropriate use.
Discuss best practices for efficient and effective utilization of servers, workstations and software.
Perform preventative maintenance against virus problems on computers.
Maintain inventory of hardware, software, and licensing information.
Train users on equipment and software.
Create and update documentation of procedures.
May purchase new equipment, hardware and software.
Coordinate services and resources to best support faculty/client on their needs.
Perform other duties as assigned.

Knowledge, Skills, and Abilities
Knowledge of: hardware and software used by department; of purchasing procedures; of programming to write applications; of intermediate math.

Skill in: effectively directing the work of others and motivating output; working as a team member; establishing rapport with a variety of clients.

Ability to: understand complex technical manuals; to prepare clear and concise reports, training materials, and forms; to prioritize workload; to troubleshoot technical problems; to use a computer; to communicate effectively technical concepts; maintain accurate records

Education and Experience
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

Other Requirements