



Job Description

JOB TITLE: ACADEMIC SUPPORT AND TECHNOLOGY SPECIALISTPAY
GRADE: CL23
LAST REVISED: November 2018

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.

SUMMARY DESCRIPTION

Under direction of assigned manager, provides a range of support to facilitate LRC student computer and technical needs; oversees student help desk (computer/technical) in the LRC and provides support and oversight for technology in the LRC; functions as the LRC technical liaison with IIT; supervises and provides training to students and/or other workers; works as part of a cross-departmental team to support the District's case management software; provides Tier 1 support for other software/hardware needs of the District and participates in a variety of LRC and Learning Commons operations; makes recommendations to management regarding policies and procedures, as well as future visioning, development and planning.

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff and students and values the rich diverse backgrounds that make up the campus community. The Information Systems Specialist- Learning Resources must demonstrate a profound understanding of and experience with successfully training and supporting individuals with varying backgrounds in order to administer all programs, initiatives, and activities required for this position. This includes persons with disabilities, various gender identities, sexual orientation, individuals from historically underrepresented communities and other groups to ensure the District provides an inclusive environment focused on strategies for success and equitable outcomes for all.

REPRESENTATIVE DUTIES - *The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Coordinates support for the technical needs of the LRC and the Learning Commons; oversees the student technical help desk; trains students and staff in a culturally-responsive manner, and provides guidance to managers regarding technology and technical applications.
2. Stays current and abreast of changes and advancements in technology in order to best serve students at the technical help desk. Evaluates and recommends emerging technologies, products, the potential business impact, and facilitates adoption of technologies.
3. Coordinates and participates in technical projects, tasks and work sequences; monitors and prepares reports of project work-in-progress status.
4. Serves as a member of the Learning Commons and LRC team, providing guidance and assistance to management in the development of policies, procedures regarding technology and

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- the use and support of computers and peripheral equipment, assuring equity-mindedness, compliance with District IIT standards, along with budgetary needs and future visioning.
5. Serves as the technical specialist for academic (instructional) user issues related to the District's case management software product; as the point of contact, works closely with other team members working to support this and other software and coordinates with managers/faculty coordinators to advocate for the needs of the academic constituency.
 6. Analyzes and resolves problems in the district-wide case management, early alert and retention software using a variety of diagnostic and testing techniques; troubleshoots and diagnoses complex permissions problems including role assignments, relationships assigned in the software, reports generated by the software and usability of the tool.
 7. Uses basic web coding languages (HTML) to generate and maintain message templates for the case management software incorporating outgoing links, images, and styling.
 8. Interacts with vendors and IIT to coordinate or escalate hardware and software issues; serves as technical liaison to external vendors, IIT and other specialists obtained by the District to provide support. Analyzes equipment problems using a variety of diagnostic and testing methods; troubleshoots and diagnoses network device connectivity issues; tests for potential viruses, spyware, adware, or other security problems and escalates to IIT resources as necessary.
 9. Documents all actions taken from start of problem through resolution of technical issues arising in the District's central work order tracking system; schedules and prioritizes work orders and trouble tickets assuring timely completion; reviews work order and trouble ticket resolutions for completeness and accuracy. Collects data and prepares reports related to the case management software. Interprets data for managers/coordinators.
 10. Facilitates the collection of user data as well as the generation of reports related to apportionment needs for the LRC. Compiles and tabulates statistical data on the use of the hardware and software in the LRC; compiles information from various sources and prepares appropriate forms, schedules, and reports; verifies accuracy, completeness, and compliance to rules, procedures, regulations, policies and other mandates.
 11. Provides culturally-responsive training to students, faculty, and staff on educational technology, and works to provide user-focused customer service for Sierra's students. Interprets and explains program applications, policies, procedures, requirements, and restrictions, including course work, not limited to, contacting third party companies, instruction on any number of subjects, and navigating support services. Identifies training requirements and recommends staffing needs to management. Writes user manuals, flyers, FAQs, and brochures for students, faculty, and staff in a manner that is culturally-responsive to the populations being reached.
 12. May perform a variety of general clerical accounting duties related to various financial processes.
 13. Assists and backs up co-workers and other staff within assigned areas as necessary.
 14. Trains and provides work direction to assigned student workers and temporary help as assigned.

15. Performs related duties as required.

QUALIFICATIONS - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

- Current technology, in particular related to providing technology support to students;
- Early Alert and Case Management architecture, purpose, functions, and capabilities;
- Specific technology needs of students;
- Publishing and presentation software (Word, PowerPoint, OneNote, OneDrive, and all Cloud applications);
- Software applications and data and report generation;
- Basic web coding languages (HTML);
- Troubleshooting techniques for software, hardware and network issues;
- Technology diagnostic tools and techniques;
- Protocols and procedures for setting up technology equipment and performing routine maintenance;
- Customer service principles that include self-management, conflict resolution, problem solving and interpersonal and intercultural communication skills;
- Principles related to assisting manager with supervision of student workers;
- Office procedures, equipment and methods;
- Pertinent federal, state, and local laws, codes, and regulations including applicable sections of the State Education Code and other legal requirements related to area of assignment;
- Interpersonal skills using tact, patience, and courtesy;
- Written communication skills to document technical procedures; and
- Working knowledge of computers.

Ability to:

- Provide technology support.
- Research and learn emerging technologies, including data transmission and mobile technologies;
- Understand when to escalate technology concerns;
- Apply strong decision-making skills;
- Be very detail oriented;
- Work as a member of a team;
- Prioritize customer service;
- Relate positively to students in a teaching/learning environment and recognize student needs;
- Compile information and statistics and maintain accurate records;
- Plan and organize work to meet changing priorities and deadlines;
- Adapt to changing technologies and learn functionality of new equipment and systems;
- Recognize variations in student backgrounds, abilities, and learning styles and adapt communication style to better suit the student's needs;
- Exercise sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff;

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- Train students, staff and/or other temporary help;
- Work independently and collaboratively;
- Perform general clerical functions;
- Communicate effectively, both orally and in writing; and
- Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Education Guidelines - *Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. Examples of ways to obtain the knowledge and abilities would be:*

Experience:

At least two years of increasingly responsible experience with customer- focused support for software/hardware needs.

Education/Training:

Two years of college with major course work in instructional technology or computer hardware/software or two years of college with extensive experience supporting a technology help desk.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily indoors in an education center/classroom/laboratory setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and/or classroom/laboratory setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.