SIERRA COLLEGE

Job Description

JOB TITLE: Academic Support and Technology Specialist

PAY GRADE: CL 23

LAST REVISED: July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

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. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general supervision from assigned manager, provides support to facilitate student computer and technical needs; oversees student service desk (computer/technical) and provides support for academic use of technology; serves as the technical liaison between Learning Resource Center (LRC) and Information Technology Services (ITS); works as part of a cross-departmental team to support the District's case management software; makes recommendations to management regarding policies and procedures, as well as future visioning, development and planning; provides Tier 1 (basic) technical support services for other software and hardware needs of the District; extends technical support for hardware, software, and networking issues, including those for computers, laptops, and mobile phones.

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. Assists District computer users to diagnose and correct computer or District Enterprise Resource Planning (ERP) system problems; assists with the use of operating systems software applications and internet browsers; consults with appropriate ITS staff to determine and resolve user issues; refers users to appropriate staff for assistance, as needed; reports technical, software, maintenance, and security issues to appropriate staff; generates work orders.

2. Serves as a technical advisor to District staff, and students; maintains administrator level knowledge of changes and advancements in District utilized technology and software, including, but not limited to, Learning Management Systems (LMS), commonly integrated applications, lab control and monitoring software, remote lab access software, student ID card system, Management Information Systems (MIS) data, service ticketing system and knowledge base, and Microsoft Office applications; focuses on the investigation and resolution of routine, well-defined LMS issues.

3. Serves as the technical specialist for academic user issues related to the District's case management software; works closely with team members to support software and coordinates with managers and faculty coordinators to advocate for the needs of the academic constituency; analyzes, troubleshoots, and resolves moderately complex software and permissions issues, including, but not limited to, role and relationship assignments, report generation, and usability.

4. Serves as the technical liaison with vendors, specialists, and ITS to coordinate or elevate hardware and software issues to provide support for appropriate staff; researches and resolves technology issues; reviews and analyzes equipment problems using diagnostic and testing methods; troubleshoots and diagnoses network device connectivity issues; tests for potential viruses, spyware, adware, or other security problems and escalates to ITS resources, as needed.

5. Provides information on ITS and District policies, procedures, instructions, and requirements, including, but not limited to, program applications, course work, instructional subjects, third party vendors, and navigating support services; provides and develops technical and procedural

documentation of procedures and policies; compiles and maintains current ITS information on District sites; uses basic Hypertext Markup Language (HTML) to generate and maintain message templates, knowledge base articles, and service requests for District case management and service ticketing software; incorporates links, images, and styling.

6. Creates user manuals, instructions, flyers, FAQs, and brochures for students and District staff; creates content for asynchronous student tutorials and synchronous workshops on technical topics for publications on the District website and Learning Management System (LMS).

7. Maintains and supports assigned systems and applications used to support the service desk and technical support operations for the District.

8. Trains District staff on the use District software and programs, including case management, communication tools, technical use of applications, and service/ticketing system; participates in the development of training programs by identifying training requirements and potential learning challenges and recommending instructional language; trains point-of-contact staff on user-focused troubleshooting steps to remedy end user issues; provides culturally responsive training to District staff and students with educational technology.

9. Documents steps and actions taken during troubleshooting process; documents technical issues with District's work order tracking system; schedules and prioritizes work orders and service tickets; reviews work orders and service ticket resolutions for completeness and accuracy; collects data, prepares reports, and interprets data related to the case management software.

10. Coordinates support for the technical needs of students through the technical student service desk and the Learning Commons; provides guidance to managers regarding technology and technical applications; serves as first point of contact for end users over the phone, by email, and live chat; performs remote troubleshooting through diagnostic techniques and pertinent questions; maintains documentation of issues, resolutions, and services provided.

11. 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; 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.

12. Coordinates and participates in technical projects, tasks, and work sequences; monitors and prepares reports on project status; evaluates and recommends emerging technologies and products; identifies potential impact and facilitates adoption of technologies; tests and assists with deployment of new software and workstation configurations; installs hardware and peripheral devices; verifies device drivers are compatible with the operating system and network; provides input, feedback, and assistance to management in the development of policies and procedures regarding technology and the use and support of computers and peripheral equipment.

13. Assists in the development and implementation of procedures to ensure efficient operation of assigned computer labs; coordinates activities and operations, including, but not limited to, monitoring of users, usage logging, equipment and facilities maintenance, and supply and inventory control; recommends staffing needs to management.

14. Supports and assists co-workers and other staff within assigned areas, as needed.

15. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees.

16. Performs related duties that support the overall objective of the position.

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:

- Principles, techniques, processes, and procedures of service desk support and software, including terminology, customer service, troubleshooting of technology issues, diagnostic tools, and student technology needs and issues.

- Current technology, software, hardware, and systems used by the District, including, but not limited to, architecture, purpose, functions, and capabilities.

- Case management software, architecture, purpose, functions, and capabilities, including Learning Management Systems (LMS), Case Management Systems (CMS), Enterprise Resource Planning (ERP) systems, and process automation.
- Microsoft Office applications and account management administration.
- Protocols and procedures for setting up technology equipment and performing routine maintenance.
- Basic Hypertext Markup Language (HTML) coding techniques.
- Federal, state, and local laws, codes, and regulations regarding support of students and District technology systems and software, including, but not limited to, the Family Educational Rights and Privacy Act (FERPA) and the Americans with Disabilities Act (ADA).
- Basic research methods and techniques.
- Methods and techniques of data entry.
- Principles and procedures of record keeping and filing.
- English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

- Perform technical and operational duties to support student and District technology needs, including, but not limited to, providing technology and troubleshooting support; researching new technology such as data transmission and mobile applications; operating and maintaining equipment, computers, and peripherals; and prioritizing issues or concerns and understanding when to elevate concerns to appropriate staff.
- Maintain a high level of attention to detail.
- Relate positively to students in a teaching and learning environment.
- Compile information and statistics for reports and records.
- Read and interpret manuals and other technical documentation.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Plan and organize work to meet schedules and changing deadlines.
- Perform basic record keeping functions.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification, including the District's Banner Enterprise Resource Planning (ERP) and Learning Management Systems (LMS), and those used in distance learning and ITS.
- Maintain confidentiality of information.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Provide onboarding support, general work training, guidance, supervision assistance, and direct activities of students or temporary employees.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work independently and collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:

Education/Training
- Equivalent to the completion of the twelfth grade or General Educational Development (GED) supplemented by college level course work in computer science, information technology, or a related field.

Experience
- Two years of computer-related experience with a wide range of computer software, including high-volume customer service support.

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.

Board Approved: July 15, 2025