SIERRA COLLEGE

JOB TITLE: Systems Support 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 District staff computer and technical needs for Information Technology Services (ITS); works to resolve routine and complex technology issues; supports and maintains call directory, processing, and messaging systems; provides support for systems monitoring by responding to and performing initial attempt at resolving system alerts; and performs administrative telecommunication functions.

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, phone, or District's Banner Enterprise Resource Planning (ERP) system problems; provides assistance with the use of operating system software, phones, and internet browsers; assists staff to activate and operate network and email accounts; provides computer and phone recovery assistance, as needed; assists users to determine optimum strategies for utilizing available technical resources; distributes or installs new software packages and applications; assists users to set up new software packages and applications; utilizes specialized Service Desk software packages and applications; 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. Provides information on ITS related policies, procedures, instructions, and requirements, including, but not limited to, program applications, 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; creates user manuals, instructions, flyers, FAQs, and brochures for students and District staff.

3. Documents service desk calls and emails, using work order format; maintains a technical database of common questions, issues, and solutions; documents available computing services; provides input into Service Desk supplies and equipment, as needed.

4. Performs phone system service desk functions; receives calls and troubleshoots system, equipment and features, mail, and other problems; refers complex problems to appropriate staff or vendors; performs administrative standard procedural changes to phone system.

5. Serves as technical advisor to college and District faculty and staff; assists and trains end users with hardware, software, applications and/or network usage, including phone, email, software, and computer system features and procedures.

6. Maintains and supports assigned systems and applications used to support the service desk and technical support operations for the District; maintains service desk notification systems, templates, and communications.

7. Sets up and supports systems to monitor network and system use; performs daily system checks and distributes status reports; tests network and system services; troubleshoots and coordinates problem resolution with vendors and District staff.

8. Performs administrative support duties for Service Desk and District; monitors inventory of District hardware and software; generates, analyzes, or interprets special ITS reports on system usage, inter-node and subscriber activity, and system security for dissemination, as needed.

9. May monitor multiple systems, including, but not limited to, the ERP system, data center environments, and email/messaging systems to ensure system, database and program availability, connectivity, and status; takes ownership of technical incidents and involves appropriate ITS staff through problem resolution.

10. May back up system and database files, and routinely tests files and drives on the host computer and individual computers; transfers directory and file information to and from backup media and ensures proper documentation and storage; copies and restores files among peripheral equipment.

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

12. 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 technology needs and issues.
- Principles, theories, methods, and techniques of computers and network equipment, and Cloud Business Exchange (CBX) and Private Branch Exchange (PBX) phone and email systems.
- Computer networking and network operating systems across various platforms.
- Network communication protocols.
- Operational characteristics of computerized management systems.
- Data communications concepts.
- Federal, state, and local laws, codes, and regulations regarding support of 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).
- Methods and techniques of data entry.
- Principles and procedures of record keeping and filing.
- Basic research methods and techniques.
- English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

- Perform technical and operational duties to support District technology needs, including, but not limited to, providing technology and troubleshooting support; researching new technology; operating and maintaining equipment, computers, and peripherals; coordinating and organizing work orders; and prioritizing issues and concerns and understanding when to elevate concerns to appropriate staff.
- Provide technical support for District staff of diverse backgrounds, ages, abilities, learning types, and skill levels.
- Troubleshoot, diagnose, and repair system and applications malfunctions and maintain system operation.
- Operate and troubleshoot Cloud Business Exchange (CBX) and Private Branch Exchange (PBX) systems, including those with voicemail, call processing, and/or peripheral computer equipment.

- Read and interpret manuals and other technical documentation.
- Compile information and statistics for reports and records.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Plan and organize work to meet schedules and changing deadlines.
- Maintain a high level of attention to detail.
- 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.
- Coordinate with staff and others to minimize delays or interruptions to District activities.
- Respond to emergencies.
- 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 in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office 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