

User Support/Support Assistant
(Classified Bargaining Unit)
(Range 30)

DEFINITION

Under the general supervision of the Director of Computer Services, provide basic and general user support services to users of District supported computer systems, softwares, and hardwares; provide customer assistance and clerical support to the department; the first point of contact for employees seeking assistance for campus technology issues. Diagnose and answer questions from users regarding personal computers, peripherals, and applications. Triage more complex problems and forward to appropriate Computer Services staff.

DISTINGUISHING CHARACTERISTICS

Incumbents in this position are responsible for first-line technical support on hardware and software problems and are required to analyze problems then prioritizing the departmental response and provides clerical assistance within the department.

Incumbents in this position support institutional effectiveness by assisting District employees with computer software and hardware problems enabling employees to continue to perform their jobs efficiently.

ESSENTIAL FUNCTIONS

- Serve as the first point of contact for the department to those calling;
- Ensure good customer service through friendly, supportive, and positive interaction with customers;
- Assess user need and route request appropriately;
- Solve user computer problem remotely (email, LANDesk and/or phone) or in person;
- Learn new software quickly in order to help customers;
- Maintain information about campus standard computer equipment;
- Follow department procedures for logging customer requests and solutions;
- Complete requisitions for other departments for computer equipment;
- Investigate vendors and pricing for non-standard equipment requests according to department procedures;
- Work closely with others in the department, in particular Technology Trainer/User Support and PC Technician;
- Dispatch, in case of emergency, appropriate staff based on established procedures and needs;
- Create, modify, and remove employee access to computer resources;
- Perform clerical duties (i.e. receptionist, data entry, order supplies, manage purchase orders, etc);
- Maintain department web page;
- Receive, prioritize, and follow through on work requests;
- Create user documentation;
- Escalate issues to appropriate staff as needed
- Use professional judgment and work independently;

- Provide information regarding District technology policies and procedures and the department;
- Establish and maintain cooperative working relationships with those contacted in the performance of duties;
- Communicate effectively orally and in writing;
- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities.

Duties may require the ability to:

- See for the purpose of reading regulations, laws and codes, rules and policies, and other printed matter;
- Hear and understand speech at normal levels;
- Speak so that others will be able to understand a normal in-person and telephone conversation;
- Sit or stand for extended periods of time;
- Lift and/or carry 25 pounds;
- Exert manual dexterity sufficient for keyboard and other office equipment operation.

ESSENTIAL FUNCTIONS OF PARTICULAR POSITIONS WITHIN CLASSIFICATIONS MAY VARY BECAUSE JOB DUTIES MAY VARY BY WORK LOCATION.

QUALIFICATIONS

Education:

Required

- Certificates of proficiency or completion of standard office software

Preferred

- Associate Degree

Experience:

Required

- Two years of work experience, or combination of education and experience which would indicate possession of knowledge, skills and abilities listed.

Or any equivalent combination of education and experience.

Knowledge of:

- Industry standard office software (i.e. MS Office including Excel, Outlook, PowerPoint and Word, Acrobat, Browser, etc);
- Industry standard operating systems (Window, Mac);
- Industry standard peripherals (printers, scanner, storage, etc);
- Techniques of communicating effectively over the phone;
- Problem solving/troubleshooting techniques;
- Standard computer terminology;
- Research tools for problem resolution;

- Efficient document handling/filing procedures;
- Current technologies, personal computer, and associated office software such as word processing, spreadsheet, presentation, and/or database software;
- Correct usage of English, grammar, spelling, punctuation, and vocabulary;
- District policies and procedures.

CCCUE Approval: 11/29/2006
Board of Trustees Approval: 12/13/06