TECHNOLOGY SUPPORT SPECIALIST, BOOKSTORE
(Bargaining Unit Position)
(Range 30)

DEFINITION

Under general supervision of the department director, understand and oversee the computer software programs, accounting, and/or record-keeping programs and train employees in their use; maintain, develop and modify electronic databases and serve as the back-up Accounting Technician; and perform other related duties as required.

DISTINGUISHING CHARACTERISTICS

The Bookstore Technology Support Specialist class is distinguished from other classes in the Bookstore Series in that incumbents are responsible for researching and recommending technological approaches for implementing Bookstore functions and serves as back-up to the Bookstore Director.

ESSENTIAL FUNCTIONS

- Develop, design, and maintain the Bookstore Web site;
- Oversee the integrated nature of different computer systems/applications;
- Upgrade and design internet applications, including: links to and from other departments, and direct student access;
- Serve as department lead and monitor the work of Bookstore personnel in the absence of the Director;
- Serve as liaison to Computer Services;
- Trouble-shoot software and hardware problems for staff;
- Maintain the optical scanning system;
- Review and recommend departmental software/hardware computer needs for the department;
- Assess and coordinate computer training needs for staff;
- Train staff and faculty on department specific software programs, optical scanning and internet applications;
- Assist in purchasing, distribution, repair, and inventory of computer equipment for the department working with Computer Services;
- Oversee inventory process and quarterly inventory reports;
- Update and maintain procedures for online order processes;
- Oversee record keeping/financial functions of the department (i.e. book buyback, Management Information Systems, student records);
- Create a variety of department reports;
- Follow and implement District and state policies;
- Create promotional materials;
- Monitor the work of student employees;
- Operate 10-key calculator and utilize an alpha-numeric keyboard;
- Operate standard office equipment including but not limited to;
- Utilize computerized software programs including but not limited to: Point-of-Sale and inventory control system software.
- 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 require the ability to:

- Work at a desk, conference table or in meetings of various configurations;
- Sit or stand for extended periods of time;
- Understand and carry out written and oral directions;
- See for the purpose of reading and understanding laws and codes, rules and policies, and other printed matter;
- Hear and understand speech at normal levels;
- Speak so others will be able to understand normal in-person and telephone conversation.
- Lift 75 pounds and/or carry 40 pounds, utilizing appropriate tools and equipment;
- Bend and twist, push and pull, stoop and kneel;
- Reach in all directions;
- 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.

DESIRABLE QUALIFICATIONS

Education:
Required
- Minimum Associate's degree in Business or closely related field.

Experience:
Required
- Four (4) years experience in any combination of the following:
- Computer user support
- Web development and maintenance
- Computerized accounting practices
- Business management

Preferred
- Experience working in a lead capacity.
- Experience in an educational or other governmental stetting.

Or any equivalent combination of education and experience.

Knowledge of:

- Web page development
- Principles of financial record keeping and reporting;
- Principles of supervision;
- Current technologies, personal computer, and associated office software such as word processing, spreadsheet, presentation, and/or database software;
- Correct English usage: grammar, spelling, and punctuation.