



**Job Title: Technology Support Specialist**

**Job Code: 80037**

## **JOB SUMMARY**

The Technology Support Specialist is responsible for performing technical support services associated with assisting faculty and staff computer users and ensures that all unified communication components are identified, investigated, purchased, inventoried and maintained.

## **MAJOR DUTIES**

- Maintains the divisions' network security and integrity;
- Installs and maintains personal computer hardware, networks and software;
- Installs or coordinate the installation, configuration, maintenance and support of VoIP phone, Telepresence, IP videoconferencing and integrated technologies such as unified messaging and Jabber;
- Performs VoIP system moves, adds and changes, accurately updates and maintains Cisco Unified Communications (UC) records;
- Assesses the effectiveness of new technologies as they are introduced and implemented; works with end-users and revises or reconfigures systems as necessary to meet their needs;
- Ensures that training is provided for the users as new technologies are introduced;
- Maintains an accurate inventory of all communications and networking equipment on all campuses;
- Ensures that unified communications systems are accessible and fully functional at all times;
- Serves as the lead support services representative regarding unified communication issues, and is responsible for ensuring a satisfactory level of unified communications support on all campuses;
- Provides technical assistance and support to the division on a continuing basis to maximize their use of available technology and assists them in finding solutions to computer and network-related problems;
- Analyzes and recommends software modifications to meet customer needs using micro-computer software;
- Develops and produces various customer and management reports;
- Maintains a list of resources and contacts providing technology hardware, software and services;
- Consults with customers in the design of networks;
- Installs and supports network operating systems to meet the needs of customers;
- Coordinates satellite and two-way interactive video activities; and
- Other duties as assigned.

## **COMPETENCIES**

- Knowledge of computer and network hardware, operating systems, application software, and network infrastructure
- Knowledge of information security practices and technology
- Knowledge of the acquisition and deployment of computer software applications and technology hardware
- Knowledge of the tools and techniques used in the diagnosis and resolution of computer software and hardware operating problems
- Knowledge of programming systems, software and hardware configuration
- Skill in the provision of customer services

- Critical thinking skills
- Decision making and problem solving skills
- Skill in interpersonal relations and in dealing with the public
- Oral and written communication skills

#### **MINIMUM QUALIFICATIONS**

- Associate degree **\*and\*** Three (3) years of work related experience
- Note: Experience may substitute for the degree on a year-for-year basis

#### **PREFERRED QUALIFICATIONS**

- Preferred qualifications may vary from location to location