Job Description

POSITION TITLE: **Technical Support Specialist I**   **#2385**
                                  Codestack

SALARY PLACEMENT: **Classified Salary Schedule**
                                  Range 37

SUMMARY OF POSITION:
Under the general direction of the Codestack Infrastructure Director, perform specialized technical services and assistance to the Codestack Staff. Trouble-shooting hardware & software to determine cause and resolution of problems encountered by users. Provide one-to-one and group training; follow manuals and read complicated instructions; and understand and carry out oral and written instructions.

MINIMUM QUALIFICATIONS – EDUCATION, TRAINING AND EXPERIENCE:
Possess an Associate of Arts Degree with a concentration in computer-related technology and/or Business Administration, or equivalent experience in management of information systems. One year of experience in providing support for desktop, laptop, and mobile hardware & software.

CREDENTIALS AND/OR SKILLS AND ABILITIES:
Knowledge of:
- technical aspects of field of specialty; principles of computer technology, various operating systems, diagnostic techniques, and procedures used in hardware & software support
- assigned software
- methods and procedures of operating electronic computer equipment

Ability to:
- operate a computer
- communicate data processing procedures and requirements to users
- diagnose and understand reasons for system errors; respond to user requests for assistance and malfunction correction and provide technical support

Possess:
- a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy; insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties

ESSENTIAL FUNCTIONS:
Essential functions may include but are not limited to:
1. Knowledge of correct English usage, spelling, grammar, and punctuation.
2. Ability to perform arithmetic calculations with speed and accuracy.
3. Operate and monitor computer systems and related equipment.
4. Communicate effectively in written and oral form.
5. Establish and maintain effective work relationships in the performance of required duties.
6. Respond to user requests for assistance in a timely manner by addressing compatibility, system errors, and account setup and maintenance.
7. Maintain a data log and system of documentation.
8. Monitor system "To Do" list for purposes of understanding timelines and required repairs.
9. Periodic testing of system for problems and to update new features and enhancements.
10. Oversee specific system components/modules.

11. Conduct training on and off-site as necessary.
12. Assist Infrastructure staff during critical demand periods, emergency situations, or scheduled vacations.
13. Other assigned duties as required.

PHYSICAL REQUIREMENTS:
Employees in this position must have the ability to:
1. Sit for extended periods of time.
2. Enter data into a computer terminal, operate standard office equipment, and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Hear and understand speech at normal levels and on the telephone.
5. Speak so that others may understand at normal levels and on the telephone.
6. Stand, walk, and bend over, reach overhead, grasp, push, pull and move, lift and/or carry up to 25 pounds to waist height.

WORK ENVIRONMENT:
Employees in this position will be required to work indoors in a standard office environment; to work outside of normal workdays and office hours to meet installation deadlines; and come in direct contact with SJCOE staff, district office staff, and the public.

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