

Job Description

Title: Client Support Specialist
CBA Position: KCSS
Department: IT
Reporting Manager: Coord. ESS
Direct Reports: None
FLSA: Non-Exempt
Expected Hours of Work: 40

Salary Band: B22
Band Range:
FY14 Budget:
Account Number:
ICCB Class:
KC Status (Class): Support Staff
POSD:

Job Summary:

Provide Level 1, 2 and 3 client and technical support to computer and network users as part of the help desk process. Develop and deploy workstation software images; deliver and install computer workstations, printers and other peripheral equipment; configure user environments on workstations; and install specialty software applications as needed. Maintain Information Technology Department inventory.

Supervisory Responsibilities: None

Minimum Qualifications/Basic Job Requirements:

- Associate's degree in information technology or related field
- 1-3 years' experience providing support in a help desk environment

Illustrative Examples of Essential Functions:

- Provide level 1, 2 and 3 client and technical support to computer users.
- Coordinate level 3 support with the Information Technology (IT) staff and other departments, divisions and offices at the College.
- Repair or replace computers, printers and peripheral hardware, and coordinate the return and replacement of defective hardware or software.
- Troubleshoot user issues, determine the root causes and identify effective resolutions to the issues as part of the College Help Desk Process.
- Document support activities in the IT Help Desk Database, analyze past issues, and identify trends and propose preventative measures for common issues.
- Install workstation operating systems and user-required applications.
- Manage, install, deploy and relocate all end-user equipment as directed, including computer workstations, printers and other peripheral devices.
- Constantly position self to maintain computers in classrooms, computer rooms and offices, including under the desks and in the hard to access areas.
- Support Active Directory by assisting end users with requests, such as unlocking accounts or resetting passwords.
- Perform other duties of a similar nature as directed.

(Core Competencies) Knowledge, Skills, and Abilities:

- Possess strong organizational skills

- Possess applied or advanced knowledge of Active Directory, Software deployment, basic networking & Troubleshooting skills, Windows, Mac, and Linux Operating Systems.
- Have working knowledge of client-server systems, web browsers, networked information resources email systems, LANs and networked printers.
- Demonstrate clear and effective written and verbal communication skills
- Provide strong and clear communication, customer service, and inter-personal skills
- Ability to work independently
- Able to cooperatively work with diverse groups of students and staff
- Understanding of basic administrative processes and procedures
- Advanced understanding of Microsoft Office Productivity Suite
- Understanding of advanced computer operations and office equipment
- Demonstrates efficient keyboard and data entry accuracy and speed

Workload Summary:

(Special physical requirements necessary for performance of the job)

- Work is conducted in a busy office environment with frequent interruptions
- This position requires the incumbent to perform and be involved in frequent physical activity and movement, including instances where the position would be required to lift and move computers, printers and related equipment of up to 30lbs from the floor to the top of a desk on a consistent basis, and in excess of 30 pounds with the assistance of others on occasion.

Disclaimer:

Kishwaukee College is an Equal Employment Opportunity Employer and any reasonable and timely accommodations in compliance with the Americans with Disabilities Act will be made upon documented request by the employee.

01/2014