

Job Description

Title: User Training and Support Specialist
CBA Position: KCSS
Department: IT
Reporting Manager: Coordinator ESS
Direct Reports: No
FLSA: Non-Exempt
Expected Hours of Work: 40

Salary Band: B23
Band Range: \$35,835-\$50,169
FY14 Budget:
Account Number:
ICCB Class:
KC Status (Class): Support Staff
POSD:

Job Summary:

Provide technical assistance, training, and advice to end users; install hardware, software and peripherals.

Supervisory Responsibilities: None.

Minimum Qualifications/Basic Job Requirements:

- Associate's degree in information technology or related field
- 1-3 years' experience providing user support

Illustrative Examples of Essential Functions:

- Develops software training materials utilizing varied media; deploys software training modules using software based tools and applications.
- Conducts individual and classroom based training for employees; orients new employees to KishConnect system.
- Solves hardware and software issues in support of Help Desk referrals.
- Researches user software issues; monitors, evaluates and solves potential hardware and software issues.
- Configures and supports specialized academic software applications.
- Performs other duties of a similar nature or level.

(Core Competencies) Knowledge, Skills, and Abilities:

- Possess strong organizational skills
- Possess applied or advanced knowledge of 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 normally performed in a general office setting
- Work is conducted in a busy office environment with frequent interruptions
- This position requires light physical activity and movement

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