

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: TECHNOLOGY SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of the Area Administrator or assigned supervisor, perform end-user, technical, printing, classroom/ instructional and clerical support in assigned area; assist in the development and implementation of support materials, training programs, research tools, and support services based on the needs of the Department.

REPRESENTATIVE DUTIES:

Assist users in the operation of various technology systems, to include computers, software and systems, peripherals, and other office and classroom/ instructional equipment; demonstrate the use of equipment and explain operational techniques; install and configure software, relocate

Maintain current knowledge of software developments and technological advancements in the technology field.
Ensure security of assigned area.
Work with many interruptions.

WORKING CONDITIONS:

Duties are primarily performed in an office environment. Incumbents are subject to noise from equipment operation.

PHYSICAL DEMANDS:

Duties require the physical ability to see clearly to operate or transport equipment weighing up to 50 pounds; speak clearly and distinctly to provide information to faculty and staff; employee must see clearly enough to read fine print, operate equipment and distinguish colors.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: AA or AS degree in computer science, information systems, or related field or a minimum of **three (3)** years of experience training users and providing direct end-user technology support in an enterprise environment.