

Job Title:	Enterprise Systems Support Specialist Tier II	Wage/Hour Status:	Exempt
Reports to:	Technology Support Manager	Pay Grade:	504
Dept. /School:	IT	Date Revised	August 20, 2021

Primary Purpose

Provide advanced support to District personnel responsible for maintaining and using district administrative applications.

Qualifications**Education/Certification**

Bachelor's Degree

OR

High School Diploma/GED

Three (3) years related work experience and Two (2) years' experience supporting district hardware and software

Special Knowledge/Skills

- Advanced knowledge of student and/or business applications
- Advanced knowledge of software applications
- Advanced knowledge of design, development, and implementation of administrative staff development
- Advanced knowledge of remote desktop software
- Ability to work with adult learners
- Advanced knowledge of customer service best practices and procedures
- Ability to handle high call volume and correspondence; multitask and escalate to tier 3 as needed
- Ability to install, maintain, and repair computer software
- Ability to effectively communicate complex technical concepts, both verbally and in writing
- Strong organizational, communication and interpersonal skills
- Ability to self-manage and work with a team
- Ability to be flexible and deal with changing priorities

Major Responsibilities and Duties

1. Log incidents into Help Desk system and assign calls to appropriate technology staff queues.
2. Use technical skill set and available help desk knowledge base to guide users in resolving technical issues.
3. Handle incoming tier 1, tier 2, and tier 3 calls to Technology Support Help Desk and log problems into help desk ticketing system.
4. Provide on-call support and problem resolution for computer applications in multi-user computer and communications environment.
5. Determine escalation of support calls to designated technology staff queues.
6. Answer questions, issues, and concerns related to Information Technology supported programs and system.
7. Record, track, correspond, and document resolution of user problems by means of problem reporting database software.
8. Develop technical documents for training, software /hardware use, user procedures, and as-required project deliverables.
9. Develop training materials to cross train within Technology Support Help Desk in the use of district integrated software applications.
10. Contribute to the Information Technology knowledge base with support information for internal and external customers.
11. Evaluate and interpret end user information requirements.
12. Learn and apply appropriate procedures to assigned areas of specialization.

- 13. Attend weekly meetings, gather information, disseminate to other members of Technology Support Help Desk staff.
- 14. Learn and utilize highly specialized software applications and hardware.
- 15. Recommend procedure modifications or improvements.
- 16. Work independently with little supervision.
- 17. Ensure help desk is represented at the highest level of professionalism when communicating with internal/external customers and exceed customers' expectations.
- 18. Perform other duties as assigned by supervisor.

Supervisory Responsibilities

None

Physical and Mental Job Requirements

Mental Demands/Physical Demands/Environmental Factors

Maintain emotional control under stress, repetitive hand motions and prolonged use of the computer. Maintain a positive work relationship with department and campus staff. Occasional prolonged and irregular hours.

Terms of Employment

226 days; salary to be established by the Board of Trustees

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved: _____

Job Title: _____

Date: _____

Approved: _____

Job Title: _____

Date: _____

My supervisor has reviewed this job description with me and has provided me a copy

Employee: _____

Date: _____

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