

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: SENIOR TECHNICAL SUPPORT SPECIALIST

PAY GRADE: P-10

OVERTIME STATUS: NON-EXEMPT

MAJOR RESPONSIBILITY:

Under the supervision of the Chief Information Officer, coordinate the day-to-day operations of the Information Technology Help Desk. Assume a leadership role in providing technical support to college staff and students for the IT Help Desk. Monitor the quality of the Help Desk's technical service and support, making recommendations for improvement to the Chief Information Officer. Serve as liaison between the college and Jenzabar Support for support calls. Serve as the college web portal administrator. Provide backup support for the college web site.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or Training: High school diploma or equivalent required. Associate degree preferred.
2. Years of experience in field: Minimum of four years experience in one or more of the areas of IT Help Desk, web site development, end user training, or PC technical support is required.
3. Special skills or abilities related to position: Must demonstrate good verbal and written communication skills. Must consistently provide efficient and quality customer service to college staff and students. Ability to work with minimal supervision and to make decisions in accordance with college rules and procedures. Must work well as a leader within a small team. Must be able to multitask. Knowledge of computer and printer usage is required. Ability to learn new methods, procedures, and technologies. Experience preferred with Microsoft Office products, Track-It or comparable help desk software, Jenzabar CX/JICS/e-Racer/Higher Reach systems, HTML and the Florida College System.

ESSENTIAL JOB FUNCTIONS:

1. Coordinate the day-to-day operations of the IT Help Desk, ensuring coverage during all hours of operation. Identify problem areas and recommend appropriate solutions to the Chief Information Officer.
2. Provide training and assistance with more difficult issues to the Technical Support Specialists.

ESSENTIAL JOB FUNCTIONS: (CONTINUED)

3. Answer IT Help Desk calls courteously and elicit sufficient information about the nature of the problem that someone will be able to resolve the problem.
4. Whenever possible, help callers to resolve problems while on the phone.
5. Log unresolved technical and programming problems/requests into CF problem tracking system.
6. Log and monitor Jenzabar support calls in Jenzabar's problem tracking system. Serve as the liaison between the college and Jenzabar Support.
7. Run batch processes as necessary until they have been installed to run under an automated job scheduler or turned over to users.
8. Reboot systems as directed by systems staff or by written procedures.
9. Ensure the daily system backups are fully and consistently processed as directed by systems staff or by written procedures
10. Develop and maintain Help Desk procedures.
11. Serve as the web portal administrator. Perform Jenzabar directed hot fix updates to the web portal.
12. Customize web portal information and content as directed by supervisor.
13. Provide backup support, when needed, for making changes to content on the college web site.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required)

ESSENTIAL PHYSICAL SKILLS

- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without hearing aid)
- Ability to communicate both orally and in writing
- Able to sit at a desk and view a display screen for extended periods of time
- Ability to access, input, and retrieve information from a computer or other electronic device
- Light (up to 15 pounds) lifting

ENVIRONMENTAL CONDITIONS

- Works primarily in an office environment
- Works occasionally in computer room

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: Building 2, Ocala Campus

SUPERVISOR OF POSITION: Chief Information Officer