

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: TECHNICAL SUPPORT SPECIALIST

PAY GRADE: T-2

OVERTIME STATUS: NON-EXEMPT

MAJOR RESPONSIBILITY:

Provides technical support to college staff and students for the IT Help Desk and web portal

At the College of Central Florida, our vision is to be “Your first choice for quality higher education.” We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable and engaged.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or Training: High school diploma or equivalent required. Associate’s degree preferred.
2. Years of experience in field: With a high school diploma, at least three years’ experience in one or more of the areas of IT Help Desk, End User Training, or PC Technical Support required. With an associate’s degree, at least one year of experience in one or more of the areas of IT Help Desk, End User Training, or PC Technical Support 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. Must work well 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/NTS systems, and the Florida Community College System.

ESSENTIAL JOB FUNCTIONS:

1. 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.
2. Whenever possible, help callers to resolve problems while on the phone.
3. Log unresolved technical and programming problems/requests into CF problem tracking system.

ESSENTIAL JOB FUNCTIONS: (CONTINUED)

4. Log and monitor Jenzabar support calls in Jenzabar's problem tracking system.
5. Run batch processes as necessary until they have been installed to run under an automated job scheduler or turned over to users.
6. Reboot systems as directed by systems staff or by written procedures.
7. Develop and maintain Help Desk procedures.
8. Follow procedures for handling approved permissions requests, granting and removing access to Jenzabar systems, email accounts and Active Directory.
9. Perform Jenzabar directed updates to web portal.
10. Customize web portal screens as directed by supervisor.

(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)

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods of time.
- Routinely requires sitting at a desk and viewing a display screen for extended periods of time.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting and bending.

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: Associate Vice President of Information Technology