



Job Description

Job Title: System Support Specialist II

JTC: TDT

Salary Range: N04

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Resolves tier two technology issues and interfaces with vendors for product information and support. Continually work with end users to provide systems support and ensure high satisfaction levels and reliability of the systems.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Must possess intermediate knowledge and experience supporting and troubleshooting computer and data systems. Strong knowledge of practices, principles, standards and guidelines as related to client technology support. Understanding of district and organizational policies and procedures.

Must be able to perform in a fast-paced, progressive environment and possess strong analytical and problem-solving skills. Experience evaluating and diagnosing equipment and system related problems.

Strong customer service skills supporting users at all levels throughout the organization and campus locations. Must be service oriented, articulate and maintain a professional image with the ability to train and motivate.

Analytical ability required to perform data inquiries, analyze systems, reconcile defects and recommend solutions. The ability to meet deadlines and possess the organizational and multi-tasking skills needed to organize work and manage time.

Must have strong communication and interpersonal skills with experience communicating technical information to non-technical personnel and the ability to deal effectively and empathetically with end users. Must provide outstanding customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.



MINIMUM KNOWLEDGE AND EXPERIENCE

Associates Degree with two (2) years of experience in work related field. Transcripts will be required. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides support for hardware and software applications on a variety of computing platforms in a multi-system technology environment. Must address a wide variety of user issues, including software problems, hardware failures and network issues. Responsible for testing, monitoring, troubleshooting, maintenance and technical support of computing systems. Keeps up-to-date on best practices and technological changes through professional development activities.

Installs desktop system and network related hardware and appropriate operating systems and other software and user applications. Evaluate and recommends hardware, software and related support tools to the end-user community.

Adhere to all escalation procedures to ensure all problems are resolved in a timely manner. Ensures user satisfaction by performing preventive maintenance, troubleshooting and problem resolution services. Create, update and close incident and service request tickets.

Assists with vendor maintenance agreements, software licenses, software deployment and computer related supplies. Develops and maintain proficiency with existing and new products and identifies opportunities to improve existing conditions and processes.

Gathers, collects, records, tracks and verifies data to ensure the accuracy of information. Perform backup and recovery procedures. Participates in related projects as assigned. Maintains the necessary security controls over software and hardware. Must have excellent listening, oral and written communications skills in order to communicate effectively with a diverse array of stakeholders and constituents within the DCCCD community network.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.