# PERALTA COMMUNITY COLLEGE DISTRICT – July 2024

CLASSIFIED JOB DESCRIPTION

IT SUPPORT SPECIALIST II/TUTORIAL SERVICES

# (SEIU Local 1021 Salary Range 79)

# Job Code: 1080

**CLASS PURPOSE**

Under general supervision of the Director of College IT Services, the IT Support Specialist II/Tutorial Services provides technical support to the college and student support services at the Computer Learning Resource Center/Tech Center. Responsibilities include assisting students and staff with basic and advanced technical help desk support, coordinating tutoring activities, and ensuring technology accessibility. This position requires ongoing collaboration between the IT department and Tutorial Services.

**WORK SCHEDULE**

This is normally a full-time position with a work schedule of five days and 40 hours/week. Duties are performed 12 months a year. Works some evenings and weekends, as required.

# EXAMPLES OF ESSENTIAL DUTIES:

Any one position may not include all the duties listed nor do listed examples include all tasks which may be found in positions of this class. To perform this job successfully, an individual must be able to perform each essential duty of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required for the position.

* Plans, organizes, and supervises campus tutoring activities in the Computer Learning Resource Center.
* Recruits, trains, and supervises tutors and student employees, as required.
* Coordinates assignments and working hours of tutors and student employees.
* Maintains statistics on the number and attendance of those being tutored and overall statistics of use of the facility; keeps records of resulting tutorial activities and assists in the documentation of reports.
* Evaluates and reports progress of tutees to instructor.
* Interviews students requesting a tutor to determine area(s) of need and assigns tutor accordingly.
* Establishes and maintains liaison with campus faculty, staff, and students involved with the tutoring program.
* Orders and maintains supplies and materials for the tutorial center, including collecting and maintaining materials placed on reserve.
* Assists in the administration of assessment and matriculation.
* Monitors Tutorial Center budget.
* Serves as the initial point of contact; receives, documents, and coordinates reported issues to IT.
* Troubleshoots and assists users in resolving first-level hardware, software, A/V support requests, network-related issues, and refers more complex problems to higher-level support staff.
* Places service repair calls for equipment with outside services and orders new equipment when needed.
* Provides individual and group training to students in the use of proper operation and care of hardware and software; assists in the creation, composition, and editing of training and procedural guides for end users.
* Trains students how to use Zoom, Canvas and Campus Solutions platforms. Troubleshoots issues on these platforms with students.
* Coordinates with vendors on warranty repairs to workstations, laptops, A/V and other equipment.
* Works in coordination and collaboration with other IT staff at the colleges and district office, as needed.
* Provides help desk service to students in support of distance learning programs or initiatives.
* Produces and assists in the production of various recorded instructional materials.
* Responds to student IT inquiries in person, and via telephone, email, web, and other communication methods.
* Enters, assigns, and tracks service requests in the online work-order system. Refers service issues to IT management.
* Provides technical support and solves the basic and more advanced routine user hardware and software problems or questions including desktop computer hardware and software and enterprise system software.
* Communicates, analyzes, and troubleshoots routine user problems and provides proper solutions or remedies.
* Assists other IT technical staff in providing user feedback and user statistics.
* Creates and administers new user accounts, passwords, and privileges/rights as assigned and directed by system administrators.
* Assists in the operations of enterprise systems and desktop/laptop imaging and installation, as needed.
* Follows helpdesk and departmental guidelines and operating procedures.
* Performs other related duties as required.

# MINIMUM QUALIFICATIONS

1. Completion of an Associate degree from an accredited college in computer science, computer information systems or a related field and two years of student or applicable client facing experience; or an equivalent combination of training and relevant work experience may be substituted for training/experience on a year-for-year basis.
2. Demonstrated proficiency in the effective use of word processing, spreadsheet, database management, and presentation software programs (e.g. MS Office Suite programs; MacOS, Linux), Internet and online administrative systems through personal computers. Strong knowledge of computer hardware, software and /or networking.
3. Understanding of, sensitivity to, and respect for the diverse academic, socioeconomic, cultural and disability and ethnic backgrounds of community college students.

# DESIRABLE QUALIFICATIONS

Demonstrated customer service skills/client services skills.

Strong verbal communication skills.

# ENVIRONMENTAL DEMANDS

# Occasional work performed alone.

# Constant work around and with people.

# PHYSICAL REQUIREMENTS

# Occasional standing, walking, stooping, kneeling, squatting, and climbing stairs

# Occasional lifting and carrying up to 15 lbs.

# Occasional pushing and pulling up to 20 lbs.

# Occasional twisting of body

# Occasional use of manual dexterity

# Occasional use of tactile acuity

# Occasional use of visual acuity from a distance, with depth, and for color

# Frequent work at a rapid pace

# Frequent reaching, high, low, and level

# Frequent audio acuity at all ranges, including speech

# Frequent visual acuity for reading

# Constant sitting

# Constant use of clear oral communication

# TOOLS AND EQUIPMENT USED

# Standard office equipment