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<tr><td colspan="2">NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT
JOB DESCRIPTION</td></tr>
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Job Title:	Information Technology User Support Specialist	Range:	44
Date Revised:		Date Approved:	May 10, 2022

PRIMARY PURPOSE

This position is responsible for serving as the initial point of contact for applications support and provides primarily second tier user support for a large portfolio of enterprise applications including ERP, software applications, data processing and security, and database/reporting products. A key responsibility will be developing resources as a response to user needs including creating self-service documentation, training materials, knowledgebase articles, and functional user guides, as well as being part of a Development Operations team to ensure that delivered projects are accessible, intuitive, and responsive.

ESSENTIAL FUNCTIONS
Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Serve as the initial point of contact for the Help Desk to receive, document, and coordinate problems reported; troubleshoot and resolve varied operational and technical problems (including non-routine and/or complex) using deep knowledge for enterprise applications, student services and related business processes; escalate problems only when needed.
2.	Manage service management queues and workflows to route tickets and incidents to the appropriate resources; manage multiple customers, change management process, and incident response portals and queues.
3.	Diagnose user problems; advise and assist employees with technical issues related to enterprise applications; assist employees with functional requirements; identify ongoing issues and track responses from vendors; incorporate outcomes into knowledgebase articles.
4.	Assess operational risks and propose technical solutions that will meet service management expectations and capabilities; create initial requirements documentation for elevating problems to relevant projects; maintain relationships with campus staff, students, and faculty to proactively identify issues; create initial requirements documentation for elevating problems to relevant projects.
5.	Review and update web content, graphics, and links in a timely manner; facilitate graphic design and UI/UX input for design and layout of new and existing applications to ensure uniformity and consistency across all platforms, including responsive design, accessibility and useability requirements; keep current on web standards, browsers, frameworks, and advances in web design, design standards, accessibility, performance, and programming.
6.	Provide a user focused perspective for Quality Assurance (QA) processes with new applications and products; contribute to project objectives, requirements, and outcomes during design and implementation phases; perform testing and analysis; collect and collate QA responses into project planning and recommend quality improvements.
7.	Develop, organize, and provide technical training for staff, employees and students; write and update technical end user documentation, create knowledgebase entries, and produce online content for self-service including videos and walkthroughs; work closely with IS/ACT staff to develop documentation, FAQ's and knowledgebases to support new features.
8.	Ensure compliance with technical standards and software copyright laws, FERPA, and privacy regulations; ensure security/compliance policy and procedure is being followed when interacting with students, staff, and faculty.

9.	May supervise, mentor, coach, provide work direction, guidance, lead technical project teams, committees, and/or perform other collaborative efforts.
10.	Continuously improve technical skills through training, practice, research, and other learning opportunities.
11.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events.
12.	Performs related duties as assigned.

OTHER FUNCTIONS

None

WORKING RELATIONSHIPS

The Information Technology User Support Specialist maintains frequent contact with various District departments and personnel, students, faculty, vendors and outside contractors.

EDUCATION AND EXPERIENCE

Minimum Qualifications

Two (2) years college coursework.

Four (4) years training or work experience directly related to the position.

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Experience providing customer support in an educational environment.

Experience with creating training materials, documentation, videos and other media.

Experience with helpdesk support applications, knowledgebases, and video capture technologies.

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the principles, practices and techniques of training and providing technical instructions

Knowledge of the correct English usage, grammar, spelling, punctuation and vocabulary

Knowledge of modern computer systems and software packages, including word processing, database, spreadsheet and desktop publishing

Knowledge of general methods and procedures of operating computers and related peripheral equipment

Knowledge of standard operating manual instructions and help file structure, sufficient to enable quick and accurate diagnosis of problems

Knowledge of methods of data compilation, maintenance, and reporting

Knowledge of Web platform development systems

Knowledge of security processes to maintain confidentiality

Knowledge of student services operations and procedures

Knowledge of Community College process and procedures

Ability to use screen capture and video editing software to produce training materials

Ability to analyze situations accurately and adopt a certain course of action

Ability to plan, organize and prioritize work

Ability to meet schedules and timelines

Ability to communicate effectively, both orally and in writing

Ability to understand and follow oral and written directions

Ability to establish and maintain effective working relationships with others

SPECIAL REQUIREMENTS
None

WORKING CONDITIONS

College or District information systems office environment; subject to lifting heavy boxes and equipment (up to 80 pounds unassisted); subject to repetitive bending, stooping and use of upper extremities; subject to exposure to electrical hazards.