



CLIENT SYSTEMS SPECIALIST

DEFINITION

Under general supervision, provides technical support and training on use of personal computers, peripheral equipment, classroom multimedia equipment, and systems hardware and software; resolves computer application problems and troubleshoots hardware malfunctions; assists in maintaining and administering operating systems; provides technical support, installation, and maintenance for software, desktop computer applications, Internet/Intranet, servers, and email systems; installs, configures, and repairs personal computer hardware and software systems; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned ETS supervisor. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the journey-level class in the Client Systems series responsible for providing client systems, end-point configuration and management, incident management, and maintaining and troubleshooting various systems hardware, software, and peripherals. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. The work involves frequent contact with others and coordination of multiple concurrent activities. This classification is distinguished from the Senior Client Systems Specialist by the complexity and size of the systems supported and the amount of discretion exercised over problems and resolutions, as well as the latter serves as a technical leader and subject matter expert in specific area(s) and performing basic analytical work.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Handles customer inquiries and complaints by remote session, telephone, or email and occasionally in-person; represents the Department to all customers in a professional and customer friendly manner.
- Evaluates, responds to, and resolves requests for computer assistance from users experiencing problems with hardware, software, desktops, laptops, virtual desktops, peripheral equipment, tablets, smart phones, and other personal or mobile computing related technologies by remote session, telephone, email, and/or in-person.
- Diagnoses problems, performs troubleshooting and remedial actions to correct problems, and/or recommends and determines solutions.
- Instructs users in software applications usage, basic computer navigation, and security practices.
- Maintains information on scheduled systems maintenance, including upgrades and outages; informs customers as needed.
- Evaluates problem severity and repairs or refers to specialized or higher-level personnel and/or vendor for resolution.

- Tests, diagnoses, troubleshoots, and repairs personal and mobile computing systems and equipment problems to ensure functional operation and in compliance with service level agreements.
- Installs, designs, configures, maintains, and upgrades operating systems and software packages across disparate platforms.
- Performs installation, configuration and reconfiguration, maintenance, troubleshooting, and upgrading of servers, mid-range computers, and related equipment; performs basic system administration functions.
- Installs and maintains personal computer workstations and software; configures, installs, and tests network interface adapters and connects new clients to existing networks; isolates and repairs basic network communications problems at the personal computer, network hub, and host locations.
- Configures and maintains patch management of computers.
- Creates scripts to automate services.
- Creates baseline software sets, adhering to department and District standards, for various computer makes and models; builds, tests, and deploys images, including configuring operating system and loading applications and software.
- Maintains and supports active directory services by adding, removing, and/or editing users; creates access rights to users and user groups; creates groups and mailing lists.
- Performs user data migration and recovery due to hardware/software upgrade or disaster.
- Assists staff with web based applications issues as needed.
- Installs, maintains, and repairs printers, copiers, and scanners addressing both hardware and software issues.
- Performs systems and server maintenance checks and back-ups; generates, reviews, and maintains reports and logs to evaluate system information.
- Recovers computer assets and evaluates/repurposes viable hardware; decommissions obsolete hardware.
- Researches and provides recommendations or with approval, purchases tools, supplies, and repair parts from a variety of sources.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices.
- Relocates personal computers; coordinates moves with user departments; reconnects and reconfigures work stations; installs and connects cable and wiring for systems as needed.
- Provides functional direction to student workers.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices used in the operation, troubleshooting, maintenance, and administration of personal computer operating systems, personal computer system hardware, mobile computing systems, and related software systems.
- Personal computer and network system application software packages and hardware peripherals.
- Computer hardware, software, network technology, and operating system products.
- Techniques and methods of computer hardware and software evaluation and implementation.
- Troubleshooting, configuration, and installation techniques.
- Customer service and telephone techniques.
- Modern office practices, methods, and computer equipment and applications related to the work.

- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with vendors and District staff.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Perform a variety of technical support functions in the operation and maintenance of personal and mobile computer software and hardware; troubleshoot problems and take appropriate action or escalate to appropriate staff as needed.
- Deal tactfully with the customers and staff in providing information, answering questions, and providing customer service.
- Identify, troubleshoot, and resolve basic hardware and software problems and perform minor repairs.
- Setup computer and multi-media hardware and install and configure software.
- Participate in and lead design sessions or process improvement sessions and provide sound recommendations and technical input.
- Train staff on software applications and hardware usage.
- Learn and understand the organization, operation, and functions of the department as necessary to assume assigned responsibilities.
- Learn, interpret, and apply applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Organize, maintain, and update records systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact and prudence within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an associate degree in information systems, computer science, or related field and three (3) years of increasingly responsible experience in providing technical support in the installation, maintenance, and repair of systems specific to specialty area assigned which includes personal computing or mobile computing.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of, or ability to obtain, industry-recognized information technology certifications are desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift and carry materials and objects up to 50 pounds with the use of proper equipment and push and pull materials and objects up to 100 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may come into contact with fumes, dirt, and/or odors in performing their work.

Salary Grade: C1-56

FLSA: Non-Exempt

EEO Code: H-

Board Approved: April 2021