



CLIENT SYSTEMS SPECIALIST, SENIOR

DEFINITION

Under general supervision, performs the most complex and varied technical support and training on use of personal computers, peripheral equipment, and systems hardware and software; provides technical depth and expertise with the ability to work directly with the customer; regularly leads large-scale or several small-scale projects of critical importance and substantial consequence of success or failure to the District; resolves computer application problems and troubleshoots hardware malfunctions; leads and assists in maintaining and administering operating systems; provides technical support, installation, and maintenance for software, desktop computer applications, virtual desktops, Internet/Intranet, and districtwide systems and servers; installs, configures, and repairs personal computer hardware and software systems; leads, trains, oversees, sets priorities, and allocate support requests to co-workers; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned ETS supervisor. Exercises technical and functional direction and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey and lead-level class in the Client Systems Specialist series responsible for maintaining and troubleshooting application software and hardware. The work involves frequent contact with others and the coordination, scheduling, and assignment of multiple concurrent activities. Employees manage and provide technical leadership of projects involving large-scale, complex, and highly technical tasks and perform work requiring deep technical knowledge in specific area(s) and/or ability to integrate deep knowledge of several areas. This classification is distinguished from the Client Systems Specialist by the performance of the most complex technical and specialized duties assigned to the class series and serves as a technical leader.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Installs, configures, maintains, and upgrades operating systems, servers, and software packages across disparate platforms.
- Tests, diagnoses, troubleshoots, and repairs computer systems and equipment problems to ensure functional operation and in compliance with service level agreements.
- Deploy and manage personal and mobile computer security solutions; install, configure, and maintain centralized security management servers.
- Evaluates problem severity and repairs; analyzes, troubleshoots, and fixes problem or refers to specialized or higher-level personnel and/or vendor for resolution.
- Installs and maintains network 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.
- Oversees the creation and deployment of baseline software sets, adhering to department and District standards, for various computer makes and models.

- Creates, configures, and deploys custom computer images in the virtual desktop infrastructure.
- Implements, modifies, troubleshoots, and manages automation through the utilization of scripts.
- Oversees the inspection, troubleshooting, diagnosis, and resolution of complex personal or mobile computing hardware, software, and peripheral malfunctions remotely and in person.
- Assesses system performance and identifies, analyzes, and resolves problems; modifies configurations as appropriate; coordinates response to emergency maintenance and repair situations.
- Provides specialized and complex technical support and assistance to staff concerning personal and/or mobile computer systems; serves as the primary contact for and resolves related issues, conflicts, and concerns; responds to inquiries and provides information concerning system operations, projects, malfunctions, equipment, upgrades, practices, procedures, and related software applications.
- Plans, schedules, prioritizes, and assigns work in consultation with the assigned supervisor; inspects assigned equipment, systems, and infrastructure for maintenance, repair, and upgrade needs and recommends appropriate actions; assists in developing work plans, procedures, and schedules.
- Inspects and evaluates work in progress and upon completion to ensure activities are performed in accordance with department standards and specifications.
- Coordinates projects, personnel, and systems to facilitate access to the District's computer systems; provides adequate, smooth, and efficient systems services for staff; receives, prioritizes, and coordinates response to work orders; estimates and provides adequate materials, equipment, and staff needed.
- Functions as a liaison between project managers, analysts, and administrators and support technicians to ensure standards and protocols are maintained; assists in coordinating activities with help desk and other information services staff.
- Researches, evaluates, and confers with vendors concerning hardware, software, and peripherals; reviews coordinates, and authorizes minor purchases; recommends major tool and equipment purchases.
- Serves as technical lead for assigned projects, including gathering user and systems requirements, working with vendors, contractors, project managers, and other project staff, installing, configuring, testing, and providing general technical support, and developing technical and user documentation.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices.
- Provides lead direction to technical staff; reviews and controls quality of work; performs the more complex and technical support and training on use of personal computers, peripheral equipment, and systems hardware and software.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Advanced principles and practices used in the operation, troubleshooting, maintenance, and administration of network operating systems, personal computer system hardware, and related software systems.
- Personal computer and network system application software packages and hardware peripherals.
- Computer hardware, software, network technology, and operating system products.
- Advanced techniques and methods of computer hardware and software evaluation, implementation, and documentation.

- Troubleshooting, configuration, and installation techniques.
- Basic principles and practices for identifying systems-related issues and actions needed to improve or correct performance.
- The organization, operation, and functions of the department as necessary to assume assigned responsibilities and to determine appropriate point of escalation.
- Basic principles of employee supervision and training.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- 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.
- Plan, schedule, assign, and oversee activities of assigned staff.
- Inspect the work of others and maintain established quality control standards.
- Train others in proper and safe work procedures.
- Identify and coordinate areas where business process redesign can favorably impact operations.
- Identify and implement effective course of action to complete assigned work.
- Perform advanced and complex technical support functions in the operation and maintenance of computer software and hardware; take appropriate action to resolve problems or escalate to appropriate staff as needed.
- Identify, maintain, and repair hardware and software problems.
- Perform basic analyses of informational requirements and needs, identify problems, provide technical advice and consultation, and ensure efficient computer system utilization.
- Deal tactfully with the customers and staff in providing information, answering questions, and providing customer service.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, rules, and regulations.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- 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, initiative, prudence, and independent judgment 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 the completion of an associate degree in information systems, computer science, or related field and five (5) 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, dust, and/or odors and may interact with upset staff when providing customer support services.

Salary Grade: C1-62

FLSA: Non-Exempt

EEO Code: H-

Board Approved: April 2021