

DESERT COMMUNITY COLLEGE DISTRICT

USER SUPPORT AND TRAINING SPECIALIST

BASIC FUNCTION

Under the direction of the Director, Systems Management and MIS Operations, develop and perform training to support faculty and staff relating to District software and applications; assist with all aspects of reporting and interface requirements using appropriate tools; define, develop and administer capabilities of software applications; create user manuals and procedures; define and maintain application-related user profiles and security; create and monitor email account, network logins, and troubleshoot related issues.

REPRESENTATIVE DUTIES

Essential Duties

1. Evaluate user/District requirements; define, develop and administer capabilities of software applications to meet District needs.
2. Research, evaluate and test new hardware and software; identify potential conflicts with existing systems; consult with vendors to resolve issues before instituting new hardware and software.
3. Develop and create reports and interfaces based on user and agency requirements; ensure accuracy of data, queries, and reports.
4. Support all functional departments; including helping coordinate data entry to correct problems; working with users to help determine correct values.
5. Develop and perform the installation, maintenance, documentation, and training requirements for new and existing software systems, applications and associated peripherals.
6. Work with various departments to define training requirements; schedule and perform training and workshops in groups and one-on-one settings.
7. Create and assist with the design, preparation and editing of District user training manuals and procedures.
8. Develop and maintain District-wide systems for online network user profiles, including user ID's, passwords, network logins, and security levels. Document these procedures.
9. Create and monitor electronic email accounts; troubleshoot password and connectivity issues.

Other Duties

1. Recommend policies, practices and procedures to improve overall support service and remedy specific user issues.
2. Develop systems to effectively communicate information systems concepts to operational users by incorporating critical areas into updated training documentation and specialized training classes.
3. Provide functional and technical assistance for help desk inquiries; resolve issues or refer to appropriate technical staff.
4. Other related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of:

Basic principles and techniques of software design, implementation, installation and configuration.

Basic principles and methods of information systems and operations.

Basic principles and techniques of programming.

Basic principles and techniques of role-driven security.

Basic knowledge of setting up email accounts and passwords.

Ability to:

Demonstrated skill to communicate effectively both verbally and in writing.

Demonstrated skill in understanding the daily operational requirements of user departments.

Ability to understand and troubleshoot basic programming logic.

Ability to lift 25 lbs. unassisted and 50 lbs. assisted

Ability to establish and maintain cooperative and effective working relationships with others

Ability to understand and follow oral and written instructions

Ability to sit for extended periods of time

EDUCATION AND EXPERIENCE

Education and Experience

Any combination equivalent to: Associate's degree in computer science or related field **AND** three years of working experience in computer or related technology with one year working experience with HTML, Javascript, PowerShell, J query, Exchange, Active Directory and Office 365 **OR** Bachelor's degree in Computer Science or related field **AND** one year of experience in computer or related technology which includes working experience with HTML, Javascript, PowerShell, J query, Exchange, Active Directory and Office 365.

Desirable

Experience at an educational institution; experience with technical training for users.

WORKING CONDITIONS

Environment: Office environment.

EMPLOYMENT STATUS

Bargaining unit position

Range 16

Board of Trustees Approved: March 3/16/18