Tulare County Office of Education
JOB DESCRIPTION   Job Title: *Systems Support Specialist I, II, III (9811, 9812, 9813)*

Job Summary:
The job of Systems Support Specialist (SSS) was established for the purposes of managing, maintaining, and supporting end-user fixed, portable, mobile, peripheral, etc. equipment (workstation) for the Tulare County Office of Education (TCOE). This job reports job status to the Director of Information Systems or designee. This position will support TCOE in the day-to-day and project tasks associated with, but not limited to, the functionality and performance of the workstation and email, internet connectivity, web applications, document processing, etc. (software).

Distinguishing Characteristics for Systems Support Specialist Job Series I through III
The job series is designated as a transition classification where incumbents at the first two levels are expected to continuously pursue completion of requirements for SSS III. The level and complexity of individual work assignments is commensurable with the level and work experience achieved.

The **Systems Support Specialist I** (9811) is the entry-level position the in job series. Incumbents function in a training status as each accumulates the necessary skills and education necessary to promote to SSS II. Incumbents must complete the necessary education required for SSS II within one (1) year of appointment to
SSS I. Incumbents at this level shall be promoted to SSS II upon completion of necessary education and satisfactory work performance.

The **Systems Support Specialist II** (9812) is the mid-level position the in job series. Incumbents function in a moderately independent support role as each accumulates the necessary skills and education necessary to promote to SSS III. Incumbents must complete the necessary education required for SSS III within two (2) years of appointment to SSS II. Incumbents at this level shall be promoted to SSS III upon completion of necessary education and satisfactory work performance.

The **Systems Support Specialist III** (9813) is the journey position in the job series.

Essential Functions:
- Assists Information Systems team members in network, server, workstation, and/or software troubleshooting.
- Coordinates with staff for the purpose of smooth workstation operations and backup coverage for the office and districts.
- Installs new, upgrades/maintains/reassigns/relocates existing, and/or removes/disposes of obsolete workstations and/or software.
- Maintains workstation security for the purpose of assuring the viability of TCOE's day-to-day operations.
- Provides technical support, remotely or in-person, for TCOE activities and initiatives.
- Researches and recommends workstation and/or software purchases for the purpose of augmentation and/or replacement to assure satisfactory performance levels.
- Supports, remotely or in-person, staff and end-users in the configuration and usage of workstation and/or software for the purpose of enabling efficient and proper use of the same.
- Trains, remotely or in-person, staff and end-users on workstation and/or software usage for the purpose of being able to utilize existing and/or new functionality.
- Travels to various locations throughout Tulare County using own vehicle for the purpose of supporting workstation and workstation functionality.
- Utilizes a ticket tracking solution for the purpose of keeping current status on day-to-day and/or project tasks.
- And performs other related duties as equitably assigned.

Skills, Knowledge and/or Abilities:

- **Skills to:**

  - Manage a wide variety of workstation and maintain optimum efficiency;
  - Analyze projects to determine requirements and estimate timelines;
  - Track multiple projects and keep things on task;
  - Build, configure, and plan existing and new workstations and peripherals;
  - Troubleshoot and diagnose.
- **Knowledge of:**
  - Workstation operating systems and software;
  - Email systems (internal and external);
  - Internet support systems (DNS, HTTP, etc.);
  - Internet security methods.

- **Ability to:**
  - Communicate effectively over the telephone, in meetings, via video conferences, in a seminar setting, or electronically;
  - Establish and maintain effective working relationships with those contacted in the performance of duties;
  - Introduce and train others on workstation technologies;
  - Work productively in a multi-tasking environment;
  - Recognize trends in the workstation and operating system industry;
  - Maintain records and keep documentation up-to-date;
  - Keep management apprised of issues and recommend solutions for those issues.

Responsibilities include: working under limited supervision using standardized practices and/or methods; providing information and/or advising others; and operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is some opportunity to impact TCOE's services. The usual and customary methods of performing he job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; and some finger dexterity. Generally, the job requires 85% sitting, 10% walking, and 5% standing. This job is performed in a generally clean and healthy environment.

Experience Required:
- SSS I
  - Between six (6) months and one (1) year of verifiable experience in a position providing workstation and peripheral support.
- SSS II
  - Between one (1) year and two (2) years of verifiable experience in a position providing workstation and peripheral support.
- SSS III
  - Two (2) years of verifiable experience in a position providing workstation and peripheral support.

Education Required:
- SSS I
  - High school diploma or equivalent.
- SSS II
  - High school diploma or equivalent.
- SSS III
  - High school diploma or equivalent.
  - Associates degree in job-related area and/or vocational degree preferred.
  - Four (4) years of verifiable experience in a position providing workstation and peripheral support would serve in lieu of a degree.

Certificates, Licenses, Clearances Testing and/or Bonding Required:
- SSS I
  - Have or obtain one of the following: A+ or N+ certification within one (1) year of appointment.
- SSS II
  - Have or obtain A+ and N+ certifications within two (2) years of appointment.
- SSS III
  - A+ and N+ certifications.
  - Have or obtain one of the following: Microsoft Certified Solutions Associate (MCSA), Cisco Certified Entry Networking Technician (CCENT), or Cisco Certified Technician (CCT) Routing and Switching within two (2) years of appointment.
- SSS I, II, & III
  - Valid California driver's license and proof of automobile insurance.
  - Department of Justice and FBI Response.

FLSA Status: Non-Exempt   January 2018