



Job Description

Job Title: System Support Specialist III

JTC: TDU

Salary Range: N05

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Performs complex computer system support, related to hardware and other business-related software issues. Provides support for information technology systems, automated office equipment in a stand-alone, network and mainframe environment.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Advanced knowledge of principles, practices and techniques of computer operations, information systems, computer hardware and software technology. Knowledge of information security policies and procedures and local and wide area networks.

Demonstrated experience providing high-level support service and resolving escalated tickets. The ability to maintain a high quality of work ethics in a fast-paced work environment. Knowledge to upgrade and assess, troubleshoot server and desktop operating systems, and desktop application issues.

Advance skills interacting with staff, departments, vendors and individuals from diverse backgrounds. Ability to collaborate between stakeholders who share a common objective. Experience working independently and in a team environment that is customer service oriented.

Enhanced skills to develop and implement effective training programs for individuals at various levels of competency. Demonstrates highly advanced and effective organizational skills, time management skills and the ability to prioritize assignments to meet deadlines.

Must have excellent oral, listening and written communication skills to interact with end-users and management to communicate a clear, understandable and concise terminology are essential. Excellent customer service skills.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's Degree with one (1) years of experience in work related field. Transcripts will be required. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides highly complex technical and operational assistance and network support to end user in the implementation and utilization of data processing, hardware and software. Perform day-to-day duties and responsibilities with a high-level of customer service. Supports the installation of computer operating systems, application software and computer hardware. Follows all established policies and procedures. Maintains required reports and documentation.

Troubleshoots and solves complex telecommunications, data equipment and computer-related problems, providing technical and operational assistance. Maintains the necessary security controls over software and hardware. Identifies, evaluates and prioritizes customer problems and complaints to ensure that inquiries are successfully resolved. Keeps up-to-date on technology and best practices through professional development activities.

Builds and maintains effective working relationships with stakeholders and constituents internal/external to the DCCCD community network to ensure end user needs are met. Liaises with outside vendors to order equipment and service as required.

Supports the overall integration of all system peripherals so they can operate correctly within a predefined environment. Performs system security checks on a routine basis. Acts as lead role on advanced to mid-level assigned projects and tasks driving them to completion. Provides accurate and timely status on case and project responsibilities to management.

Manages difficult customer situations including escalations. Continuously examine the processes and systems and make suggestions for improvements. Rapidly absorbs new technical information and applies it effectively. Must have excellent listening, oral and written communications skills in order to communicate effectively with a diverse array of stakeholders and constituents within the DCCCD community network.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.