Draft Classification Standards – To Be Effective 10/01/2025
Technology Support Specialist Series

Class Title	Class Code	Issue Date	FLSA
Technology Support Specialist I	*XXXX*	*XXXX*	*Non-Exempt*
Technology Support Specialist II	*XXXX*	*XXXX*	*Exempt**
Technology Support Specialist III	*XXXX*	*XXXX*	*Exempt**
Technology Support Specialist IV	*XXXX*	*XXXX*	*Exempt**

OVERVIEW:

Positions classified within the Technology Support Specialist series primarily perform direct technical assistance and consultation for end-users, departments, or campuses regarding procurement and implementation of technology and related systems. Performs a wide variety of functions including hardware and software support, computer deployment and maintenance, system/software installation and maintenance, troubleshooting and general assistance, and technology consultation. Some positions within the classification may have specialized roles or primary areas of assignment. Examples within this class family include support for desktop hardware and software, audio/visual equipment and media production, instructional and classroom technology, research/lab equipment, or unit specific software and systems. Incumbents often perform the full range of technical support and logistical duties associated with maintaining a wide variety of IT equipment, which includes moving, installing, troubleshooting, and securing equipment.

Positions are assigned to classifications within the series based on the scope and complexity of technology support activities; degree of independence and judgment; experience, knowledge, skill, and ability required; degree of planning, analysis, and execution required by the position; impact and risk to the university; and nature of supervision received. Higher levels within the series build upon and include the knowledge and skill requirements as well as work assignments of lower levels within the series.

> *Technology Support Specialist I* – Entry-level professional who utilizes understanding of information technology principles and application of maintenance and troubleshooting practices to resolve technology support issues. Normally operates under established guidelines to deliver day-to-day objectives or narrowly defined components of projects.

> *Technology Support Specialist II* – Professional who applies acquired technology support job skills and working knowledge of technology support policies, processes, procedures, and techniques to complete significant technology support assignments, small projects, and provide daily support of moderate technical scope and complexity. Draws from prior experience and knowledge of technology support principles and concepts to exercise judgment while serving as a resource and advisor to departments and end-users to resolve technology problems, procure equipment or software, and configure and modify hardware, software, and customized instrumentation.

> *Technology Support Specialist III* – Professional who applies advanced technology support job skills, organizational and stakeholder acumen, and project planning skills to

complete substantive technology support assignments, projects, and related work of significant scope and complexity. Exercises advanced discernment and in-depth knowledge of technology support principles and techniques, university, and IT policies and guidelines, and standard operating procedures to determine appropriate action. May require the development of new approaches, techniques, and innovation to address issues. Creates and programs installations, fixes or patches, and system integrations. Researches technology and vendor options.

Technology Support Specialist IV – Technical leader with a high degree of knowledge in technology support and hardware/software configurations. Problem-solving frequently requires analysis of unique issues or problems without precedent and/or structure and new approaches, methods, techniques, or innovation. Responsible and accountable for conceptualizing project plans of substantial scope and impact and as well as ensuring successful delivery within scope, budget, and timeline.

TYPICAL PROGRAMS, ACTIVITIES, AND CORE FUNCTIONS/DISCIPLINES *(May include but are not limited to)***:**

- *Help Desk/Technical Support* – Performs response to requests for various hardware, software, peripheral, security, and networking technical assistance.

  Classroom/Lab Support – Supports computer deployments by using common configuration standards and processes. Performs setup and installation, configures operating system, networking connectivity, and complex application settings to ensure optimal performance and the physical security of equipment.

- *Desktop Software Administration* – Deploys and supports standardized computer software configurations typically used in administrative or end user computing settings for both local and virtual machines. Oversees systems that install software, upgrades, and patches to maintain current functionality and security.

- *Software Systems Support* – Deploys, maintains, and supports unit specific software to ensure application and security patches are up to date and secure (both physical and software vulnerability). Software systems may include divisional and department level information systems and online services.

- *Audio/Visual Support* – Performs design, configuration, installation, and maintenance of audio/video presentation systems in media production, event, conference room, and instruction/classroom facilities. Specialized support of projectors, displays, audio equipment, multimedia control equipment, and other technologies commonly used within these spaces.

- *Computer and Hardware Consultation* – Evaluates and recommends computer equipment and software configurations. Develops standardized and specialized equipment and application configurations that support faculty pedagogy and classroom instructional formats.

- *Classroom and Instructional Technology* – Identifies and develops useful and effective prototype layouts and designs for enhancing the use of classroom technology. Maintains instructor stations and classroom computers. Ensures that instructional equipment, software, and presentation systems are secure, reliable, and address university

requirements such as accessibility compliance. Provides end-user technical support to faculty, staff, and students including specialized software required to support curriculum.

- *Training and Consultation* – Coordinates and develops user guides, operational guidelines, handouts, or other documentation. Provides end-user consultation to faculty and staff for related personal computing and personal productivity technology, software, and hardware. Coordinates with instructional specialists to support applications on instructional and classroom lab computers.

- *Technical Support Escalations/Service Support* – Primarily serves as a point of escalation for issues, assists other technical staff, and performs the full-range of technical support duties for various hardware, software, peripheral, and networking issues.

- *Department, College, and Divisional Technology Support* – Provides full range of technical support for a department, college, or division. Installs, upgrades, configures, and troubleshoots computing and communication devices and peripherals.

- *Desktop Configuration and End-Point Management (Desktop Engineering)* – Designs, implements, and maintains infrastructure for software distribution and patch management. Configures workstation operating system settings and other components to optimize performance, enhance reliability, and provide for LAN connectivity.

- *IT Security Incident Response* – Works with and responds to IT security incidents identified by cybersecurity tools and teams. Works with end-users to resolve security incidents involving malware, virus, and other cybersecurity threats.

DISTINGUISHING CHARACTERISTICS:

- Technology Support differs from other classifications in the IT series in that it primarily involves direct interaction with users to diagnose and resolve their technical issues, whereas other IT roles may focus more on behind-the-scenes tasks such as system maintenance, software development, or network administration without frequent user contact.
- Positions whose primary duties require specialized skill sets that align with other specialized classifications are not appropriate for this classification.

TECHNOLOGY SUPPORT SPECIALIST I

Under direct supervision, performs entry-level professional technology support duties to ensure efficient use and access of technology and information systems. Provides customer service and support to campus users and troubleshoots problems. Recognizes and analyzes trends. Performs basic technology updates and tasks following defined procedures. Project work is reviewed for understanding of professional concepts and compliance with policies and procedures.

Work assignments typically include some or all of the following:

- Provides technical support to faculty, staff, and students utilizing multiple modalities, including in-person, virtual, phone, email, and ticketing systems.
- Troubleshoots, analyzes, and resolves hardware and/or software issues related to computers, laptops, printers, mobile devices, audio video systems, and other technology equipment. Escalates or routes complex technical issues to more advanced level support teams, as necessary.
- Diagnoses, troubleshoots, and resolves hardware, software, security, networking, and other IT related issues in university facilities, including classrooms and labs.
- Performs basic system application and/or database system maintenance.
- Completes installations, updates, and configurations.
- Supports computer deployments by using common configuration standards and processes.
- Completes setup, installation, and maintenance of audio/video presentation systems.
- Maintains accurate records of technology assets, including inventory, warranties, and service agreements.
- Performs and coordinates computer and equipment repairs and replacements as needed.
- Drafts and may create user support documentation and FAQs to facilitate self-service technology support.

MINIMUM QUALIFICATIONS:

Knowledge and Skill:

- General knowledge of information technology systems, applications, and networks.
- General knowledge of hardware and software troubleshooting and related technology support practices.
- Organizational and time management skills to plan, organize, and prioritize work.
- Attention to detail and accuracy.
- Analytical skills to collect and analyze information and troubleshoot problems.
- Demonstrated communication and interpersonal skills to work with students, faculty, and staff to obtain pertinent information, communicate technical information to diverse audiences, and document issues and resolutions.
- Ability to maintain confidentiality and appropriately handle sensitive information.
- Ability to work independently and as part of a team as well as build relationships with diverse stakeholders.
- Computer skills to appropriately respond to IT complaints and issues.

Experience and Education:

Equivalent to a bachelor's degree in a related field. Relevant education and/or experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis.

TECHNOLOGY SUPPORT SPECIALIST II

Under general supervision, provides professional technical support and expertise. Diagnoses and resolves complex hardware and software issues, manages less complex technology support projects, and provides guidance and training to users and technology support staff. Utilizes proficient and in-depth troubleshooting techniques. Works independently on most day-to-day

assignments with general supervision on new assignments or projects to ensure alignment with objectives. Handles multiple work priorities and is accountable for own work results.

In addition to duties performed by the Technology Support Specialist I, the Technology Support Specialist II typically performs the following duties:

- Provides advanced technical support to internal users of computer applications and hardware. Analyzes and resolves complex hardware and software issues related to computers, laptops, printers, mobile devices, and other technology equipment.
- Evaluates and advises stakeholders on technology needs in classrooms, labs, and campus spaces.
- Develops standardized and specialized equipment and application configurations that support faculty pedagogy and classroom instructional formats.
- Provides technical guidance to departments on the procurement, setup, and deployment of technology equipment.
- Diagnoses and resolves network connectivity issues.
- Develops and delivers technology support documentation and training materials to educate users on technology tools and best practices.
- Leads small or specialty technology support projects.
- Escalates complex technical issues to more advanced level support teams, as necessary.
- Provides lead work direction and training to student employees, as well as technical and administrative staff.

MINIMUM QUALIFICATIONS:

In addition to Technology Support Specialist I knowledge and skill requirements, work assignments typically require:

- Strong knowledge and expertise in hardware and software troubleshooting.
- Knowledge of network connectivity, server administration, and system troubleshooting.
- Knowledge and ability to apply consultative skills to assess user needs and provide appropriate technology support.
- Strong organizational skills to plan, organize, and manage technology support delivery and complete related small projects.
- Strong communication and interpersonal skills with the ability to present technical information to technically diverse audiences in a clear and concise manner and produce technology education materials.
- Strong analytical skills to evaluate technology and configure and deploy systems updates.
- Skill in providing direction and training to others.
- Proficiency in using applicable software or technology systems.
- Knowledge of university policies, data needs, and data privacy regulations.

Experience and Education:

Equivalent to a bachelor's degree in a related field and two years of relevant experience. Additional experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis. An advanced degree in a related field may be substituted for the required experience on a year-for-year basis.

TECHNOLOGY SUPPORT SPECIALIST III

Working independently under general supervision, coordinates and serves as the direct customer interface providing guidance and direction to customers in the use of existing and emerging technologies in a complex computing environment. Ensures efficient and effective customer service management approaches are tailored to a wide range of end users and business practices. Designs, maintains, documents, and recommends technology changes or upgrades to departments. Applies advanced knowledge and expertise in technology support to ensure seamless integration of technology for campus departments. Demonstrates advanced discernment in selecting appropriate technology solutions. Work is focused on ensuring alignment with overall technology objectives. Handles multiple work priorities and may provide lead work direction with accountability for results.

In addition to duties performed by the Technology Support Specialist II, the Technology Support Specialist III typically performs the following duties:
- Maintains current and in-depth knowledge of a wide variety of technology fields including networking, video conference media streaming, and server requirements.
- Creates and programs software packages for installation and fixes or patches designed to assist users or administrators.
- Researches complex support questions/problems and identifies solutions.
- Optimizes the organization's technology resources to ensure systems are functioning properly.
- Initiates and leads special projects; prepares reports and documents as needed.
- Leads the design and deployment of servers, directories, wireless, backups, and personal devices.
- Performs system integration tasks and creates tools as needed.
- Collaborates with information technology strategy professionals, faculty, and campus personnel to research, identify, recommend, and/or procure appropriate technology applications and hardware to meet current and future business goals.
- Recommends technologies that will enhance the organization's operating efficiency.
- Collaborates with campus and IT departments to develop technology offerings to support research.
- Recommends changes to computer equipment and software configurations.
- Designs new and recommends improvements to technology support processes and procedures.
- Provides lead work direction, training, and mentoring to technology support professionals, to ensure the successful support of new technology implementation.

MINIMUM QUALIFICATIONS:

In addition to Technology Support Specialist II knowledge and skill requirements, work assignments typically require:
- Advanced knowledge and expertise in hardware, software, and network troubleshooting including experience with enterprise-level systems and applications.
- Demonstrates competence in independently applying advanced judgment to support enterprise IT solutions.
- Advanced project management skills, with the ability to manage multiple projects and initiatives and deadlines simultaneously.

- Advanced communication and interpersonal skills to provide recommendations to persuade stakeholders and management regarding technology support.
- Analytical skills to understand problems from a broad perspective and discern applicable underlying principles to conceive and develop strategic solutions.
- Advanced skill in providing work direction, training, and mentoring to others.

Experience and Education:

Equivalent to a bachelor's degree in a related field and four years of relevant experience. Additional experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis. An advanced degree in a related field may be substituted for the required experience on a year-for-year basis.

TECHNOLOGY SUPPORT SPECIALIST IV

Working primarily independently with minimal supervision, provides expert advice and guidance to stakeholders, management, and staff on technology support principles. Serves as a technical expert to resolve specific, unique, and complex campus computer hardware and software utilization or troubleshooting issues. Leads large-scale projects which may have campus-wide and/or system-wide significance. Problems are highly complex, and solutions may require the creation of new procedures and technology techniques. Decision-making often requires integration of diverse information technology disciplines and application of expert knowledge to achieve innovative solutions. Functions with a high degree of autonomy and serves as the subject matter expert in multiple areas of technology support. Work often requires a high degree of technical expertise, persuasion, and leadership. May serve as the lead technology support for a large college or division.

In addition to duties performed by the Technology Support Specialist III, the Technology Support Specialist IV typically performs the following duties:

- Initiates and leads the implementation of special projects, including but not limited to, campus-wide and/or system-wide objectives.
- Under the general direction of management, oversees and coordinates the design, deployment, and optimization of complex technology systems while ensuring seamless integration of new technologies with existing systems.
- Under the direction of management, develops and implements strategic plans, initiatives, and performance metrics to drive technology support success.
- Recommends new solutions and integrated problem resolutions to management.
- Serves as an advisor for complex hardware and software configurations.
- Utilize industry best practices and innovative approaches to drive change and better support technology users' needs.
- Advises and participates in projects to evaluate and integrate emerging technologies, collaborating within and across organizational units.
- May serve as the sole IT lead and subject matter expert within a large college or division, manage budget utilization for IT products and services, and lead other technology support staff for the college/division. Ensures reliable and continuous operation of the assigned college desktop and lab environments.

MINIMUM QUALIFICATIONS:

In addition to Technology Support Specialist III knowledge and skill requirements, work assignments typically require:

- Expert knowledge and understanding of technology systems and user support.
- Expert knowledge and skill in applying and interpreting applicable IT standards, guidelines and, as appropriate, recommend new policies, protocols, and standards.
- Expert analytical and organizational skills to organize, prioritize, and coordinate successful technology implementation initiatives and/or lead IT staff within a division or college.
- Expert communication and interpersonal skills to effectively convey complex technical systems and procedures.

Experience and Education:

Equivalent to bachelor's degree in a related field and five years of relevant experience. Additional experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis. An advanced degree in a related field may be substituted for the required experience on a year-for-year basis.

NOTES:

All IT professionals protect the confidentiality and integrity of data and electronic information from incidental, intentional, unauthorized release and/or preventable misuse or loss to the university. IT professionals at the university, regardless of classification, play a critical role in ensuring the security and protection of sensitive information, systems, and digital assets with which they work/ related to their work. This includes upholding data confidentiality, integrity, and availability and actively contributing to a culture of cybersecurity awareness and compliance throughout the university's technological ecosystem.

The California State University has a long-standing commitment to make its programs, services, and activities accessible to the public and the entire campus community. All professionals classified within the Information Technology Series have the expectation to support practices and techniques that align with federal and state law, as well as the CSU initiatives, coded memorandums, and executive orders.

Acronyms and technical terms used in this classification document are current as of the publication date. Subsequent technical, functional, and usage terminology and acronyms should be used in position descriptions as appropriate.