

Draft Classification Standards – Rev. 03/29/2024

Technology Support Specialist Series

Class Title	Class Code	Issue Date	FLSA
<i>Technology Support Specialist I</i>	XXXX	XXXX	<i>Non-Exempt</i>
<i>Technology Support Specialist II</i>	XXXX	XXXX	<i>Exempt*</i>
<i>Technology Support Specialist III</i>	XXXX	XXXX	<i>Exempt*</i>

OVERVIEW:

Primarily performs 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 primarily 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 judgement; 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 and 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 professional 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

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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.

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, 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 (non-academic) settings. 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, setup, installation, and maintenance of audio/video presentation systems in media production, event, conference room, and instruction/classroom facilities. Specialized support of projectors, screens, 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 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,

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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.

DISTINGUISHING CHARACTERISTICS:

Provides orientation and guidance to users on how to operate software and university- provided computer equipment.

- Researches and makes recommendations regarding the use, evaluation, purchase, and upgrading of hardware and/or software resources.
- Interacts with students, staff, administrators, visitors, faculty, and outside vendors on a regular basis.
- Troubleshoots and resolves hardware and software issues and errors; searches resources for solutions; contacts vendor technical support as needed.
- Manage, deploy, and maintain endpoints and related systems.
- Uses physical effort in moving and connecting equipment and cabling; delivers, carries, and/or transports workstations, printers, monitors, projectors, lecterns, and other equipment.

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, phone, email, and ticketing systems.
- ♦ Troubleshoots, analyzes, and resolves hardware and software issues related to computers, laptops, printers, mobile devices, and other technology equipment. Escalates or routes complex technical issues to more advanced level support teams, as necessary.

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- ◆ Diagnoses, troubleshoots, and resolves hardware, software, and computer 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.
- ◆ Coordinates computer and equipment repairs and replacements as needed.
- ◆ Creates 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. 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.

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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, and 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.

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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.
- ◆ Researches and identifies new and emerging technologies that will enhance the organization's operating efficiency and provides recommendations based on business or academic requirements.
- ◆ 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.

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- ◆ 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.

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 are collectively responsible for ensuring the security and protection of sensitive information, systems, and digital assets. 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 substituted as appropriate.

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