



## User Support Technician – Guided Pathways



### ABOUT THE ROLE

Under the direction of the business systems analyst and general supervision of division management, the user support technician enters and verifies data, installs, configures, and maintains workstation operating systems; installs and configures client and office support software; tailors workstation communications software and provides “on the job” training support to users.

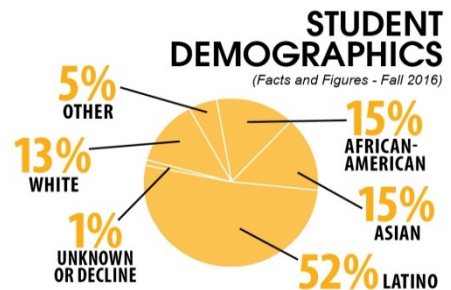
### ABOUT EL CAMINO COLLEGE

El Camino College (ECC) is located on the ancestral lands of the Gabrielino-Tongva people, the traditional caretakers of Tongvaangar (the Los Angeles basin, Southern Channel Islands) and occupies 126-acres near Torrance, California. We are located in Los Angeles County, just minutes from South Bay beaches. Our community serves a diverse student population including new and re-entering students and those pursuing certificate, degree, and transfer goals.

### MISSION STATEMENT

El Camino College makes a positive difference in people’s lives. We provide innovative and excellent comprehensive educational programs and services that promote student learning, equity, and success in collaboration with our diverse communities.

As a comprehensive two-year college, El Camino College serves thousands of students each semester, the majority of whom are from diverse populations. The ideal candidate will share ECC’s commitment to educating its racially and socio-economically diverse student population including students with disabilities, veterans, working parents, and evening students. El Camino College provides many opportunities for students to succeed with hundreds of students transferring each year to four-year universities around the country. Top transfer institutions include UCLA, USC, and UC Davis. El Camino College is regularly among the top five community colleges in Southern California for students admitted to CSUs, and the top ten for UCs. Students are also supported by an extensive scholarship program, with approximately \$600,000 awarded annually.



With the passage of general obligation bond measures in 2002 and 2012, the District has undergone a substantial transformation campus-wide. Over the next 10 years, capital construction projects, as well as new initiatives to support student success, will strengthen El Camino College as a premier institution for teaching and learning.

## USER SUPPORT TECHNICIAN - GUIDED PATHWAYS

**Division:** Library and Learning Resources

**Posting Closing Date:** 01/31/2023

**Req:** C2223-141

**Location:** El Camino College

**Position Type:** Classified Staff

### REPRESENTATIVE DUTIES

Assist other information technology support staff in systems usage, writing and debugging UNIX shell programs.

Communicate with affected persons about any problems and unusual results from scheduled job runs and keep the Help Desk informed of problems.

Install and maintain integrated systems software and applications and configure workstation operating systems.

Review, check and verify input documents to assure accuracy, completeness and compliance with established policies, procedures, and standards of assigned office or department.

Code and enter data on a computer or terminal according to existing formats and guidelines; assist as requested in developing new fields, screens, and formats.

Communicate with users regarding input documents, work schedules, output, and report generation.

Load and download data and assure proper interface with personal computer applications; create back-up files as needed.

Train users on new and existing software.

Maintain software and hardware inventory for supported users.

Process a variety of computer production runs producing reports and queries.

Proof and balance report and summaries.

Provide support to the faculty by scanning, grading, and reporting student tests, surveys, and evaluations.

Contribute to the efficiency of computing by performing regular monitoring of response times and workloads on the main computer, responding promptly; to any abnormal alarm or condition within the system; perform remedial action; inform appropriate division staff of diagnostic information.

Shut down power and restart all assigned systems as needed and communicate special instructions and changes to standard procedures to other staff members.

Respond to requests and provide information to faculty and staff.

Ensure the accuracy of output by separating and checking any remaining job output produced the previous night.

Provide effective job scheduling by preparing and organizing the jobs to accomplish the night's work, submitting, executing, and printing all jobs required.

Separate and verify the accuracy of output produced.

Perform related duties as assigned.

### JOB QUALIFICATIONS

#### Education and Experience:

Any combination equivalent to: graduation from high school or G.E.D and two years of experience installing and supporting personal computer software. An associate degree in a related field is preferred.

## DESIRED QUALIFICATIONS

Willing to learn new skills.  
Customer service skills.  
Experience with systems administration.  
Problem solving skills.  
Flexible work style.  
Collaborative.

## OTHER QUALIFICATIONS

### Knowledge/Areas of Expertise:

Microsoft and Unix operating systems, basic network principles, and e-mail client requirements.  
Personal computer office products including, but not limited to, Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook).  
Reporting capacity for integrated systems software.  
Personal computer and workstations installation and support procedures.  
Personal computer software installation and configuration techniques.

### Abilities/Skills:

Apply the principles and concepts listed above under knowledge and abilities.  
Train technology users.  
Analyze and resolve problems and present a clear explanation of the events leading up to or contributing to the problem.  
Communicate effectively, both orally and in writing.  
Install, configure, and tailor personal computer-based software.  
Utilize office suite software for satisfying divisional and user documentation requirements.  
Establish and maintain open lines of communications with the user community.  
Track and satisfy in a timely manner user requests for services.  
Develop and publish training manuals and technical bulletins.  
Read, understand, and follow technical and verbal technical instructions.  
Manage multiple tasks concurrently and work with minimal direct supervision.  
Be cognizant of and responsive to customer service needs.

## WORKING CONDITIONS

Standard office setting.  
Extensive computer work - will look at a computer monitor for extended periods of time.  
Lift and carry up to 25 lbs.  
Move from one work area to another as needed.  
May sit and stand for long periods of time.

**CLOSING DATE: TUESDAY, JANUARY 31, 2023 at 3:00 p.m.**

**SALARY:** (Step A) \$5,487 per month.

\*Salary increases are granted on the first day of the month following each year of service, until step F is reached.

Employees contribute 8% of their earnings toward the Public Employees Retirement System (PERS).

## CONDITIONS OF EMPLOYMENT

This is a full-time, twelve-month position subject to a probationary period. The standard work week is 40 hours of scheduled duty per week of not more than five consecutive workdays. Schedule may vary to include hours outside of the normal work schedule and weekends depending on operational need.

Offer and acceptance of employment is subject to verification of all information provided on the employment application, credential(s), and transcripts. Candidates selected for employment must agree to be fingerprinted, submit Certificate of Completion of the Tuberculosis Risk Assessment and/or Examination, provide proof of eligibility for employment in the United States, and present a valid Social Security card upon hire.

## ADA ACCOMMODATIONS

Applicants with disabilities requiring special accommodations must contact the ADA Compliance Officer at least five (5) working days prior to the final filing date: [ADA Job Applicant Accommodation Request \(maxient.com\)](http://www.maxient.com)

## BENEFIT HIGHLIGHTS

### Health, Life, Dental and Vision Insurance

The College provides a diversified insured benefit program for all full-time employees, including medical, dental, vision and life insurance. Dependent medical, dental, and vision insurance is available, toward which both the College and the employee contribute.

### Sick Leave and Disability

Paid sick leave is granted equal to one day for each month of service. Sick leave days may be accumulated indefinitely. Rather than State Disability Insurance.

### Retirement

Public Employees Retirement System (PERS) and Social Security. Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.

### Summer Work Hours

During the summer, employees work eight 32-hour work weeks with full pay.

## TO APPLY

An applicant must submit the following by the closing date:

1. Online application: <http://www.elcamino.edu/jobs>
2. Cover letter describing how applicant meets the qualifications.
3. Résumé including educational background, professional experience, and related personal development and accomplishments.
4. Pertinent transcripts as stated in the required qualifications. (Unofficial computer-generated academic records/transcripts must include the name of the institution and degrees awarded to be acceptable.) Multiple page transcripts must be loaded as **ONE PDF** document.

**Foreign Transcripts:** Transcripts issued outside the United States of America require a course-by-course analysis with an equivalency statement from a certified transcript evaluation service verifying the degree equivalency to that of an accredited institution within the USA. For information on transcript evaluation services, please visit: <http://www.ctc.ca.gov/credentials/leaflets/cl635.pdf>.

IMPORTANT NOTE: Documents submitted or uploaded for a previous position cannot be reused for other positions. You must submit the required documents for each position you apply for by the closing date. Failure to do so will result in an incomplete application. Applications with an incomplete status will not receive consideration. **You may check the status of your application online.**

If you need assistance, you may call 310-660-3593 Ext. 3807 between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday or by email at [hr@elcamino.edu](mailto:hr@elcamino.edu).

Due to the large volume of calls received on closing dates, we highly recommend that you **do not wait** until the last day to apply so that we may assist you with questions or technical matters that may arise. Give yourself sufficient time to complete the profile, which may take 45 minutes or more. Positions close promptly at 3:00 p.m. PST (pacific standard time).

### **FOR FURTHER INQUIRIES OR APPLICATION MATERIAL SUBMISSION QUESTIONS, CONTACT:**

**El Camino College**  
**HR Service Partner**  
Pamela Jones  
310-660-3593, Ext. 3478  
[pjones@elcamino.edu](mailto:pjones@elcamino.edu)  
16007 Crenshaw Boulevard  
Torrance, CA 90506

#### **JEANNE CLERY ACT COMPLIANT**

*In accordance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, El Camino College has published Annual Security Reports, and all required statistical data, which can be found on the Police Department webpage at [www.elcamino.edu/about/depts/police/cleryact/index.aspx](http://www.elcamino.edu/about/depts/police/cleryact/index.aspx). These publications include Clery crime statistics for the previous three years relevant to El Camino College classes and activities, in addition to institutional policies concerning campus safety and security. The information is also available in printed form in the lobby of the Police Department and in select locations on campus. Upon request, the Campus Police Department can provide or mail out copies of this publication. Contact them at 310-660-3100.*

#### **EL CAMINO COLLEGE IS AN EQUAL OPPORTUNITY EMPLOYER**

*The El Camino Community College District is committed to providing an educational and employment environment in which no person is subjected to discrimination on the basis of actual or perceived race, color, ancestry, national origin, religion, creed, age (over 40), disability (mental or physical), sex, gender (including pregnancy and childbirth), sexual orientation, gender identity, gender expression, medical condition, genetic information, marital status, military and veteran status, or retaliation; or on any other basis as required by state and federal law.*