**Position:** Software Support Specialist  
**Department/Site:** I.T.  
**FLSA:** Non-Exempt – (Classified CSEA)  
**Reports to:** Director, dean, or other administrator in assigned area  
**Salary Range:** 37

### DESCRIPTION:

Under limited supervision of the Director, Information Technology Resources or other area administrator, this position will support enterprise resource planning (ERP) systems, associated databases, operating systems, and related applications; make adjustments to existing programs; develop user and training documentation and provide training; provide direct support for functional users; act as lead liaison between vendors and end users; and will value and promote the mission and vision of the college and the Information Technology Resources Department.

### DISTINGUISHING CHARACTERISTICS:

The Software Support Specialist is distinguished from other positions in the IT Department by its functional expertise and working knowledge of third party software and systems that integrate with the District's Enterprise Resource Planning (ERP) system, currently Colleague from Ellucian, and its skill in communicating to both vendors and District end users about technical issues and possible resolutions that achieve the District’s goals. This position is the lead liaison between the end user and the third party system, requiring thorough knowledge of the District’s business operations, policies, and services, as well as its ERP, and the third-party software. This position has a higher degree of functional business expertise, accountability, and independent judgment than would be expected of the computer/phone technician, and does less direct programming than a programmer analyst.

### REPRESENTATIVE DUTIES:

- Provide technical support for financial, human resources, student, and financial aid enterprise system.
- Provide technical support for associated third party software and applications.
- Perform data extractions and integrations as required.
- Assist in providing and maintaining ERP user accounts.
- Assist with necessary system and application updates, research and evaluate software upgrades, releases, and patches to determine the impact on operational systems.
- Coordinate with systems technicians as needed for changes and upgrades.
- Communicate and work with multiple vendors and end users to manage and maintain ERP.
- Assist in developing and maintaining workflows.
- Coordinate with functional users to develop a thorough and rigorous testing of software updates and patches before new versions are put into production.
- Work from a definition of objectives and specific input and output requirements.
• Debug programs by preparing test data and evaluate computer output for valid results, satisfying user request.
• Assist users of ERP systems and related applications with problem investigation and resolution.
• Assist in developing technical documentation in accordance with District best practices, and provide training as needed.
• Assist with the preparation, documentation, and program interfaces for the submittal of state and federal required reporting data such as MIS, National Student Loan Clearinghouse, and CalGrant.
• Assist the research department with technical requirements in data gathering and reporting specifications.
• Support ITR surveys and help solve help desk tickets.
• Perform other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

• Server hardware, software and Microsoft Windows operating systems;
• Working knowledge of Microsoft Office products such as Word, Excel, Access, Powerpoint, etc;
• Troubleshooting college Enterprise Resource Planning (ERP) systems such as Colleague, Banner, PeopleSoft, etc;
• Basic software troubleshooting skills such as documenting, follow-up, etc;
• Basic knowledge of SQL programming, HTML/Javascript, or other languages compatible with common computer systems;
• General college business procedures and practices;
• Software Appointment applications such as SARS, Starfish, etc;
• Basic knowledge of User Account Management.

Skills and abilities to:

• Use operating systems, databases, and computer programs;
• Prepare documentation and user instructions;
• Assist in the development and analysis of conceptual and logical design of computer information systems;
• Communicate verbally and in writing supporting complex system descriptions;
• Convey a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and to staff and students with disabilities.

EDUCATION AND EXPERIENCE:

An associate's degree and three years’ direct experience in computer information systems troubleshooting hardware, software, and database management systems, including an ERP system. An equivalent combination of college education, training, and experience may be considered.
Student information systems experience highly desirable.
Windows operating system and relational database experience highly desirable.

**LICENSES AND OTHER REQUIREMENTS:**

Some incumbents in this classification may be required to possess a valid California driver’s license and use of a personal vehicle.

**PHYSICAL EFFORT/WORK ENVIRONMENT:**

Office environment, at a desk, or at a computer; constant interruptions; regular contact in person, by telephone, or by email with all levels of employee at the District and the general public; dexterity of hands and fingers to operate a computer keyboard; sitting for extended periods of time; may lift, carry, and/or move objects weighing up to 20 pounds.