

**Seward County Community College**  
**Structured Compensation - Job Description**  
**Help Desk Support Technician - Application Support**

Data Year: 2017

Prepared On: 11/14/2017

---

Department:	None	Grade:	10
Reports To:	Chief Information Officer	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:		Effective Date:	05/26/2017
		Revised Date:	10/03/2017

**Role:**

The Application Support and Integration (AI) Specialist's role is to participate in the planning, coordination, and solution development and implementation activities related to the integration of applications and technologies within the organizations application integration environment. Proven communication skills, ability to be trained and train others, problem-solving skills, proficiency in programming languages and data structures, and knowledge of integration best practices are critical to successful performance in this role.

**Essential Functions & Responsibilities:**

- |   |     |  |
|---|-----|--|
| E | 20% | Respond to Help Desk support tickets, assisting customers, and IT management requests.   |
| E | 20% | Installs, repairs and upgrades computer/website/portal hardware and software.  |
| E | 10% | Provide setup of Audio/Video (A/V) equipment; assisting with troubleshooting classroom A/V; traveling to different campus buildings to support customers         |
| E | 10% | Effective communication with students and employees, and a positive contributor to the organization as a whole.  |
| N | 10% | Research and investigates new technology to support the college and its mission.   |
| N | 20% | Design, program, code, troubleshoot, etc. any application, and work cross-departmentally as necessary to improve efficiencies and enable success of the college. |
| N | 5%  | Make recommendations on training, and deliver training to employees for any new technologies, or as the need arises.   |
| N | 5%  | Perform other related duties as assigned.  |

**Performance Measurements:**

1. To insure the College is represented with an attractive, usable, accurate and informative for all customer facing applications.
2. To serve as primary manager of the local cable access channel and campus wide digital signage.
3. To insure system recovery, backup and modifications are aligned with College protocol and system wide needs.
4. To promote and train stakeholders on various web based and customer facing application systems when appropriate
5. To troubleshoot, install software and repair campus PC's as needed.

**Seward County Community College**  
**Structured Compensation - Job Description**  
**Help Desk Support Technician - Application Support**

Data Year: 2017

Prepared On: 11/14/2017

---

6. To remain informed and knowledgeable of all systems within the department, and how they integrate with each other.
7. To effectively communicate with the Chief Information Officer and other administrators to insure compliance with college policies and procedures.
8. To assist in preparing the annual departmental budget requests with CIO as necessary.
9. To provide prompt, accurate and timely service as stated in the departments service level agreements.
10. To maintain confidentiality of college, employee and student records.
11. To create and maintain an effective and courteous relationship with staff and students.
12. To maintain a professional work environment.
13. To continue education or certification in new technologies applicable to the application support and integration role.
14. To accurately document any application supported or integration related system.

**Knowledge and Skills:**

Experience	Two years to five years of similar or related experience.
Education	(1) A two year college degree or (2) Completion of a specialized course of study at a business or trade school or (3) Completion of a specialized and extensive in-house training or apprenticeship program.
Interpersonal Skills	Courtesy, tact, and diplomacy are essential elements of the job. Work involves much personal contact with others inside and/or outside the college for purposes of giving or obtaining information, building relationships, or soliciting cooperation.
Other Skills	Knowledge (areas of specialty and expertise prior to hiring)  Four years direct experience in enterprise-level application integration. Proven experience in overseeing the linking of cross-functional applications between disparate business units and systems. Experience with business and technical requirements analysis, business process modeling/ mapping and methodology development, and data mapping. Background in risk management methodologies as they relate to integration/software engineering. Knowledge of relational database design and management techniques. Experience with securing integration scenarios using appropriate authentication, authorization, non-repudiation, and data encryption methods. Strong knowledge of system and software quality assurance best practices and methodologies. Understanding of end-user needs and requirements. Business acumen to learn and understand the organization's goals and objectives.

**Seward County Community College**  
**Structured Compensation - Job Description**  
**Help Desk Support Technician - Application Support**

Data Year: 2017

Prepared On: 11/14/2017

---

Skills: (proficiencies needed to execute the job duties; earned through training or experience)

Experience with Microsoft SharePoint, Office 365, ERP, Databases, or ability to be trained/certified in these technologies.

Extensive experience with core web software and authentication methodologies, including websites, SSO, ADFS, and Content Management, or able to be trained.

Technically fluent in programming languages, C#, C++, PHP, or able to be trained.

Knowledge of network protocols and standards, including EIGRP, OSPF, and Spanning Tree, and willing to be trained.

Confidence and experience with API protocols and schemas such as SOAP and REST, or able to be trained.

Competency with HTML5 and XML constructs and schemas.

Advanced knowledge of Help Desk Support to help when needed.

Abilities: (qualities innate to the individual)

Ability to build cross-departmental relationships, and use those relationships to design and implement solutions for our stakeholders, customers, and internal IT staff.

Excellent oral and interpersonal communication skills.

Ability to construct and provide training to professional staff, with a high degree of teaching ability and proven techniques and methods.

Strong self-awareness to know when training opportunities exist for oneself, for others, and informing management when training is needed.

Outstanding writing and documentation skills.

Ability to communicate ideas in both technical and user-friendly language.

Able to conduct research into application integration issues and products.

Highly self-motivated and directed, with keen attention to detail.

Able to prioritize and execute tasks in a high-pressure environment.

Experience working in a team-oriented, collaborative environment.

Knowledge of applicable data privacy practices and laws.

**Physical  
Requirements**

Physical requirements are based on an 8 hour work day and may vary slightly.

Sitting for a period of 3 hours at one time with a total of 6 hours

Standing for a period of 1/2 hour at one time with a total of 1 hour

Walking for a period of 1/2 hour at one time with a total of 1 hour

Lifting: up to 100 lbs. occasionally

Carrying: up to 100 lbs. occasionally

Repetitive Action: use of right and left hand for simple grasping, fine manipulating and frequent keyboarding

Bending, squatting, crawling, climbing and reaching above shoulder level occasionally

Driving occasionally for college activities

**Seward County Community College**  
**Structured Compensation - Job Description**  
**Help Desk Support Technician - Application Support**

Data Year: 2017

Prepared On: 11/14/2017

---

Work Environment    Regular exposure to favorable conditions such as those found in a normal office.  
Required to attend conferences and trade-shows that are related to the specific job, which  
will require travel, overnight stays and a high level of accountability.

**Disclaimer:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee, and at no time does the job description constitute a contract. The college may exercise its employment-at-will rights at any time.

**This Job Description is not a complete statement of all duties and responsibilities comprising the position.**

---

Printed Employee Name

---

Date

---

Employee Signature