SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: **CLASSIFIED**   CLASS TITLE: **CLL SYSTEMS SUPPORT SPECIALIST**

SALARY TABLE: **29**   SALARY RANGE: **34**

BASIC FUNCTION:

Under the direction of an assigned administrator, maintain the Center for Lifelong Learning student registration and schedule development software systems in diagnosing and resolving user problems; train users on systems as needed; create, develop, design and modify the list of classes; assist with class programming and schedule development.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Maintain the Center for Lifelong Learning (CLL) student registration and schedule development software systems in diagnosing and resolving user problems; communicate applicable solution; serve as liaison to vendor regarding technical software problems experienced by users.

Train users on systems; maintain current knowledge of technology changes; compose and maintain system documentation and associated guidelines for users.

Create, develop, design and modify the list of CLL classes; assist with production of the printed schedule, including proofreading and editing as requested.

Assist with class programming and schedule development. Perform regular functions in assigned software system including processing student refunds, transfers, tuition assistance awards, and other sales activities.

Verify and ensure accuracy of inputted data, correct data as needed; prepare and generate a variety of reports as requested.

Communicate with users and other college information systems staff to develop a thorough and rigorous testing of software performance before new applications are released into production; assures system requirements are fully tested and data validation and integrity rules and standards are enforced.

Assist with maintenance of CLL website and social media presence for marketing purposes. Assist with event planning and promotional events. Assist with scheduling off campus location room reservations for CLL classes as needed.

May train and provide work direction and guidance to student workers and hourly employees; participate in related recruitment activities as requested.

Serve as back-up for front office staff providing general information to students and teachers, registration assistance, receipt of payments, process drop requests and refunds, sell books and supplies, and perform related front office tasks as needed.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Practices, procedures and techniques involved in student registration and schedule development software systems.
Solutions for student registration and schedule development technology issues.
Related changes in technology.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Interpersonal skills using tact, patience and courtesy.
Operation of a computer and assigned software.
Oral and written communication skills.
Basic principles of training and providing work direction.
Record retrieval and storage systems.
Record-keeping, filing and report preparation techniques.
Modern office practices, procedures and equipment.
Methods of collecting and organizing data and information.
Policies and objectives of assigned programs and activities.

ABILITY TO:
Provide troubleshooting assistance to users toward resolving student registration and schedule development application concerns and malfunctions.
Determine type of request and provide solutions for student registration and schedule development technology issues.
Serve as a technical resource concerning on-line registration issues.
Utilize a computer to input and update data, maintain automated records and files, and generate computerized reports and documents.
Perform a variety of duties in general office support functions such as student registration, fee collection, student refunds and cashiering.
Perform clerical accounting duties in support of assigned activities.
Create, develop, design, and produce reports as requested.
Input data at an acceptable rate of speed.
Work independently with little direction.
Meet schedules and time lines.
Compile, assemble, verify and prepare data for records and files.
Complete work with many interruptions.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Operate a variety of office equipment including a computer and assigned software

EDUCATION AND EXPERIENCE:
Any combination equivalent to: two years of college-level course work in computer science, software applications or related field and one year computer related experience, including working with user support customer service functions.

LICENSES AND OTHER REQUIREMENTS:
Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Frequent interruptions.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard and mouse.
Hearing and speaking to exchange information.
Seeing to view a computer monitor and read a variety of materials.
Sitting or standing for extended periods of time.
Mobility to access all campus locations.
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.

Sensitivity to and understanding of the diverse academic, socio-economic, cultural, linguistic, disability, and ethnic backgrounds of Community College students.