July 2013
SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: **CLASSIFIED** CLASS TITLE: **ON-LINE STUDENT SUPPORT SPECIALIST**

SALARY TABLE**: 29** SALARY RANGE: **36**

BASIC FUNCTION:

Under the direction of an assigned Dean, serve as a informational resource and provide technical assistance to prospective and enrolled on-line students concerning on-line College educational programs, services and related applications, operations and procedures; design, develop, transcribe and update a variety of website content related to on-line student services as assigned.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Serve as an informational resource to prospective and enrolled on-line students concerning on-line educational programs, services and related operations and applications; respond to inquires and provide technical information concerning related standards, requirements, practices and procedures.

Provide technical assistance to users concerning on-line operations and applications; provide general troubleshooting, determine type of request and provide solutions; assist users with operating on-line applications and accessing internet information; assist students with completing on-line processes.

Design, develop, maintain and update a variety of website content related to on-line student services such as transcripts, FAQs, E-Binder, On-line Interactive Orientation and information related to various College departments as assigned.

Answer the help desk telephone as assigned; respond to e-mails concerning on-line operations, applications and malfunctions; prepare related correspondence; disseminate on-line College mailings as assigned; diagnose technology issues and assure timely resolution of related malfunctions.

Design and assure functionality of links, online forms, surveys and scripts; create and modify icons and graphics for website use; determine and implement appropriate size and arrangement of graphic features and copy; select style and size of type; input, update and edit web site script, data and copy.

Assist College faculty, staff and administrators with on-line operations, applications and related operations, malfunctions and procedures as needed; refer students to staff, administrators and faculty as appropriate.

Operate and utilize PC computers with various application software, languages and utilities used in web design.

Communicate with personnel, outside agencies and the public to exchange information and resolve

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issues or concerns.

Prepare and maintain a variety of records and reports related to technical support services, on-line course information and assigned activities.

Attend and participate in various meetings as assigned.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Principles, practices and procedures involved in technical support functions for on-line programs, services and related applications, operations and procedures.
Technology terminology and on-line operations and applications.
Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
Database structures, applications and capabilities of on-line computer systems.
Software, HTML and other programming languages used in web page development.
Website utilities and applications used by the College.
General principles and techniques of computer programming.
Oral and written communication skills.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Interpersonal skills using tact, patience and courtesy.
Methods and procedures of operating electronic computers and peripheral equipment.

ABILITY TO:
Serve as an informational resource and provide technical assistance to prospective and enrolled on-line students concerning on-line College educational programs, services and related applications, operations and procedures.
Assist users with resolving on-line application concerns and malfunctions.
Provide general troubleshooting, determine type of request and provide solutions for on-line technology issues..
Explain on-line operations, standards, requirements, practices and procedures.
Design, develop, maintain and update a variety of website content related to on-line student services.
Demonstrate proficiency in designated computer programming languages.
Design and assure functionality of links, online forms, surveys and scripts.
Input, update and edit web site script, data and copy.
Establish and maintain cooperative and effective working relationships with others.
Meet schedules and time lines.
Communicate effectively both orally and in writing.
Operate PC computers and a variety of specialized software used in web design.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course

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work in website design, computer science or related field and two years computer experience including work with user support services and website development.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Sitting for extended periods of time.
Hearing and speaking to exchange information.