5:00 PM on November 20, 2015. It is the applicant's responsibility to ensure that all application materials are received. Applicants who need special services or facilities due to disability in order to apply or interview for this position must notify Human Resources at least 72 hours prior to the priority closing date or the date(s) of interview.

APPLICATION PROCEDURE

For an application to be considered, the following items must be received at the address listed below no later than 5:00 PM on November 20, 2015.

- Completed District Classified Employment Application (http://cms.cerritos.edu/hr/empopp.htm.)
- Résumé of educational background and experience.
- Copies of all transcript(s) (need not be official) verifying all educational degree(s) and/or coursework required for the position. A foreign transcript must be evaluated by a NACES-certified agency. The web site address is www.naces.org.

HUMAN RESOURCES
CERRITOS COLLEGE
11110 ALONDRA BLVD
NORWALK, CA  90650-6298

SELECTION PROCEDURE

Following the closing date, applications will be reviewed to ensure accuracy and completeness, and to evaluate qualifications, etc. Candidates selected for further consideration will be limited to those applicants in the competitive group who best meet the qualifications for this position. Interviews will then be conducted by a selection committee for final selection and recommendation for employment.

For application/additional information:

Telephone: (562) 860-2451 x2284

Web Site: http://www.cerritos.edu

Cerritos College employs only individuals lawfully authorized to work in the United States. Cerritos College does not provide sponsorship for changes in immigration status for the purpose of employment in the United States. Offers of employment are contingent upon presentation of documents verifying the appointee’s identity and eligibility to work and completion of the required I-9 Form in accordance with the provisions of the Immigration Reform and Control Act of 1986 (Public Law 99-603).
Cerritos College serves as a comprehensive community college for southeastern Los Angeles County. Communities within the college’s district include Artesia, Bellflower, Cerritos, Downey, Hawaiian Gardens, La Mirada, Norwalk, and portions of Bell Gardens, Lakewood, Long Beach, Santa Fe Springs and South Gate. Cerritos College offers degrees and certificates in more than 180 areas of study in nine divisions. Enrollment currently averages 23,000 students. Visit Cerritos College online at http://www.cerritos.edu

The Information Technology Department includes four managers and 22 full-time staff members. Of which, there are currently 7 Senior Technical Support Specialist positions under the supervision and direction of the Manager of Information Technology.

The Information Technology Department at Cerritos College supports and maintains both instructional and non-instructional functions for the entire campus community on a 140-acre campus.

- Over 3,000 faculty, staff, and student desktop, notebook computers, tablets, peripherals and IP phones.
- Over 600 concurrent student sessions via our online student portal.
- District’s PeopleSoft ERP modules for Human Resources, Campus Solutions, and Portal.
- Network consisting of over 6,000 switched ports.
- 30 buildings distributed among 40 wiring closets over a redundant gigabit fiber-optic backbone.
- Provides for the security of the District’s data within our applications and systems.

The Senior Technical Support Specialist reports to the Manager of Information Technology. This position will provide hardware and software support for all campus computers and equipment. The Senior Technical Support Specialist shall:

- Support Microsoft, Apple and Linux environments including servers, embedded systems and client/server based applications, workstations, laptops, tablets, printers and multitude of peripherals.
- Support mobile environments including iOS and Android based smartphones.
- Diagnose and repairs hardware, software and peripheral problems in the office, classroom, datacenter and wiring closet settings.

The Senior Technical Support Specialist maintains a high volume workload which requires accuracy and attention to detail. The Specialist must be able to prioritize multiple tasks and analyze and solve problems in a timely manner. The Specialist shall be an effective listener and be able to interpret symptoms provided by technical and non-technical users and have the ability to explain technical issues in simple language. This position requires the ability to work well with the campus community and vendors and communicate effectively both verbally and in writing. Also, the ability to effectively plan, evaluate, and serve the district needs is essential.

DISTINGUISHING CAREER FEATURES

The Senior Technical Support Specialist supports servers, networked and standalone workstations, common office productivity and instructional software, relational databases, and will specialize in an area such as a network environment, decision support, or assistive technology.

DUTIES AND RESPONSIBILITIES

A job description with duties and responsibilities, knowledge, skills and abilities for this classified position can be found on the Human Resources page of the college website http://cms.cerritos.edu/hr/jobsce.htm. Candidates are advised to review this job description.

EMPLOYMENT STANDARDS

Education and Experience:

Required:

The position requires an Associates degree in computer science or related technical field and five years experience in the setup of networked microcomputer workstations and computer technical support. Additional education may substitute for experience.

Licenses and Certificates:

May require a valid driver’s license.

SALARY/FRINGE BENEFITS

- Grade 48 on District Salary Schedule ($5,276.00-$6,362.00/month) plus 2.5% swing shift differential.
- Health and welfare benefits include District contribution for medical/dental/vision benefits and employee life insurance ($50,000).
- Participation in the Public Employees Retirement System and Social Security.

CONDITIONS OF EMPLOYMENT

- Hours: 12:30 pm - 9:00 pm (Monday - Thursday), and 8:00 am - 4:30 pm (Friday).
- This is a full-time 12 - month classified position.
- Initial placement of employees on Classified Salary Schedule is at Step 1. After six months of successful probationary employment, employee is placed at Step 2.
- Proof of eligibility to work in the United States and signing of loyalty oath per Government Codes 3100-3109.

APPLICATION DEADLINE

This position is open until filled, but the priority date for an application to be considered in the initial selection committee review is 5:00 PM on November 20, 2015. The position may close for consideration of applications on the above priority date or any time thereafter, and interested persons are encouraged to submit their applications and supporting materials so that they are received not later than