# Job Description

Title: Client Support Specialist
CBA Position: KCSS
Department: IT
Reporting Manager: Coord. ESS
Direct Reports: None
FLSA: Non-Exempt
Expected Hours of Work: 40

Salary Band: B22
Band Range:
FY14 Budget:
Account Number:
ICCB Class:
KC Status (Class): Support Staff
POSD:

- Possess applied or advanced knowledge of Active Directory, Software deployment, basic networking & Troubleshooting skills, Windows, Mac, and Linux Operating Systems.
- Have working knowledge of client-server systems, web browsers, networked information resources email systems, LANs and networked printers.
- Demonstrate clear and effective written and verbal communication skills
- Provide strong and clear communication, customer service, and inter-personal skills
- Ability to work independently
- Able to cooperatively work with diverse groups of students and staff
- Understanding of basic administrative processes and procedures
- Advanced understanding of Microsoft Office Productivity Suite
- Understanding of advanced computer operations and office equipment
- Demonstrates efficient keyboard and data entry accuracy and speed

**Workload Summary:**
*(Special physical requirements necessary for performance of the job)*
- Work is conducted in a busy office environment with frequent interruptions
- This position requires the incumbent to perform and be involved in frequent physical activity and movement, including instances where the position would be required to lift and move computers, printers and related equipment of up to 30lbs from the floor to the top of a desk on a consistent basis, and in excess of 30 pounds with the assistance of others on occasion.

**Disclaimer:**
Kishwaukee College is an Equal Employment Opportunity Employer and any reasonable and timely accommodations in compliance with the Americans with Disabilities Act will be made upon documented request by the employee.
01/2014