JOB DESCRIPTION- SOFTWARE AND SYSTEMS SUPPORT SPECIALIST

General Description/Primary Purpose:

The Software and Systems Support Specialist at Murray State College provides technical support, maintenance, and troubleshooting for the college's administrative and academic software systems. Reporting to the Director of Information Technology, this position plays a key role in ensuring the reliable operation, integration, and user support of software applications, databases, and related systems essential to college operations. The specialist serves as a vital link between the IT department and end users, working to optimize software performance, maintain data integrity, and support technology solutions that advance the mission of Murray State College and enhance student and employee success.

Classification: Full-Time

Salary: Commensurate with qualifications, education and experience, plus fringe benefits

Appointment: 12 Months

Overview:
Murray State College is a small, open-door community college that provides personal growth and professional success opportunities to students of all educational backgrounds. Employees at MSC will flourish in a family-like environment that offers collegiate support and opportunities for advancement.

Located in the heart of the Chickasaw Nation, Murray State College's service area comprises small towns with low cost of living and numerous natural attractions which offer fishing, hiking, and camping. Conveniently located within a two-hour drive of Dallas and Oklahoma City, MSC offers the best of both worlds: small-town life with access to big city offerings.

Description of Job Functions:

1. Provide Tier 2 support for end-user software issues, including advanced troubleshooting and resolution for academic and administrative software platforms.

2. Administer and support the college's Learning Management System (LMS), ensuring system functionality, uptime, and user accessibility.

3. Maintain and monitor integrations between the LMS and other campus systems, with a primary focus on ensuring accurate, timely data flow between Colleague (ERP) and the LMS.

4. Oversee user onboarding and account management within the college's training platform, ensuring appropriate and timely access for faculty, staff, and students.

5. Serve as the key liaison between IT and academic departments for LMS functionality, training, and support.

6. Support and manage third-party educational and administrative software tools such as Zoom, Adobe Creative Cloud, and Microsoft 365, providing user support and access configuration.

7. Maintain software licensing and monitor usage for compliance and budgeting purposes.

8. Develop and update user documentation, training materials, and knowledge base articles to support campus-wide software use.

9. Collaborate closely with the Server and Infrastructure Administrator to ensure software applications are compatible with server-based systems and meet institutional performance standards.

10. Track and analyze system usage and performance to recommend and implement improvements.

11. Stay current on software trends, updates, and best practices in educational technology.

12. Other duties as assigned.

13. Maintain 24/7 reliable internet access to fulfill remote instruction and administrative responsibilities when necessary.

14. Complete required NIMS training (IS-700.a and IS-100.HE) prior to or upon employment.

Required Knowledge, Skills, and Abilities:

Individuals must possess the knowledge, skills, and abilities listed below or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, by using some other combination of skills and abilities.

- Demonstrate experience of, or willingness in, working effectively in a culturally diverse workplace and/or serving clientele from a variety of racial and cultural backgrounds.
- Must be able to remain in a stationary position (seated or standing) for extended periods of time while working at a computer.
- Frequent use of hands and fingers for typing, operating a mouse, and handling small computer components.
- Occasional lifting and moving of equipment (such as monitors, desktop computers, or servers) weighing up to 30 pounds.
- Ability to bend, kneel, crawl, or reach under desks and into equipment racks to install or troubleshoot hardware.
- Visual acuity required to view detailed information on a computer screen and to identify cable ports, labels, and component connections.
  May occasionally walk across campus to assist with on-site technology support in classrooms, labs, or offices.
  Must be able to communicate clearly and effectively in person, over the phone, and via digital platforms.
- Maintain the ability to respect confidentiality.
- Must have a desire to help students succeed.
- Strong problem solving and analytical skills.
- Passionate belief in Murray State College's mission and an unwavering belief that all students, regardless of demographics, can achieve at the highest academic levels, as well as the Scholars for Excellence program.

Other Ergonomic Requirements:

This position requires sufficient manual dexterity to operate all equipment within the office complex, including but not limited to telephone, computer, printers, copy machine, and fax machine. Sufficient manual dexterity to perform computer operations throughout an 8-hour day is required. Some amount of sitting, standing, stooping, kneeling, bending, crouching, lifting, walking, climbing, reaching, and carrying are required. All individuals are required to perform these movements without significant risk of injury to themselves or others, or to otherwise demonstrate or explain how they can perform the essential functions of the job.

Hours:

Monday- Thursday, 8:00 a.m. to 6:00 p.m. and Friday, 8:00 a.m.- 12 noon (37.5 hour work week). A flex schedule may be utilized if the area supervisor finds it necessary for the functionality of the department. Compensation time can be used if approved by the supervisor and the area Vice President in advance, per MSC policies and procedures.

Qualification Standards:

1. **Minimum Educational Qualifications:** Associate degree in Information Technology, Computer Science, or a related field required. Bachelor's Degree is preferred.
2. **Minimum Experience:** 2 years of professional experience in IT support, systems administration, or software/user support. Experience working in an educational or public sector environment and with learning management software is preferred.
3. **Professionalism:** Members of the Murray State College staff are expected to show professional competence, integrity, and enthusiasm in the performance of all responsibilities.
4. **Image:** Murray State College employees are expected to maintain a neat, well-groomed, and professional image at all times while performing their responsibilities.
5. **Background Check:** The successful candidate must give permission to have a formal background check conducted and employment is contingent upon the results of the national criminal and sex offender background check

Application Process:

1. Letter of Application
2. Resume
3. Unofficial college transcript(s). NOTE: Official transcript(s) required upon employment.
4. Murray State College employment application.
5. MSC Background Consent Form.

Submit the application to:

Human Resources Office
Murray State College
One Murray Campus, Suite AD 104
Tishomingo, OK 73460
mscemployment@mscok.edu

Application Deadline: Review of applications will begin immediately and continue until filled.