



## Job Description

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**POSITION TITLE:** Facility Use Support Specialist #2482  
Operations and Support Services  
Business Services

**SALARY PLACEMENT:** Classified Salary Schedule  
Range 37

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### **SUMMARY OF POSITION:**

Under the general direction of the Division Director of Operations and the Coordinator II, perform specialized technical services and assistance to system users. Serves as liaison managing facility use requests for the internal and external entities. Provide one-to-one and group training and understand and carry out oral and written instructions.

### **MINIMUM QUALIFICATIONS – EDUCATION, TRAINING AND EXPERIENCE:**

Associate of Arts Degree with a concentration in computer-related technology and/or Business Administration; or equivalent experience as an information system user/administrator in the educational setting. In addition, one year of experience in providing customer support via email and phone is required.

### **DESIREABLE QUALIFICATIONS - EDUCATION, TRAINING AND EXPERIENCE:**

Possess knowledge in methods and procedures of facility use in accordance with SJCOE policies and the Civic Center Act. Operating electronic computer equipment and software. Maintain current knowledge of the program overseen and procedures used in web applications support. Ability to communicate and train users; diagnose and understand reasons for system errors; respond to user requests for assistance and malfunction correction and provide user support.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Ability to carry out complex oral and written directions; make decisions independently; communicate effectively; establish and maintain cooperative working relationships; and to prepare correspondence and make judgments with minimal direction. Be flexible and receptive to change.

### **ESSENTIAL FUNCTIONS:**

Essential functions may include but are not limited to:

1. Maintain confidentiality in job related matters.
2. Manage the facilities use program Event Manager (EvM) with limited supervision.
3. Resolve event reservation conflicts amongst internal and external requestors.
4. Liaison between SJCOE employees and outside organizations for any questions pertaining to EvM.
5. Oversee and assign all Work Orders pertaining to Operations.
6. Maintain and upkeep all system users in multiple internal software programs.
7. Manage the assignment of physical keys and access control system (Net2).
8. Knowledge of correct English usage, spelling, grammar, and punctuation.
9. Assist with recruiting, coordinating, and evaluating approved catering vendors.
10. Manage and maintain Facility Use Agreement, current Certificate of Insurance, and process invoices according to facility fees.
11. Operate and monitor computer systems and related equipment.

12. Communicate effectively in written and oral form.
13. Establish and maintain effective work relationships in the performance of required duties.
14. Respond to user requests for assistance in a timely manner by addressing compatibility, system errors, and account setup and maintenance.
15. Conduct training as necessary.
16. Perform other related duties as required.

**PHYSICAL REQUIREMENTS:**

Employees in this position must have the ability to:

1. Sit and walk for extended periods of time.
2. Enter data into a computer terminal, operate standard office equipment, and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Hear and understand speech at normal levels and on the telephone.
5. Speak so that others may understand at normal levels and on the telephone.
6. Stand, walk, and bend over, reach overhead, grasp, push, pull and move, lift and/or carry up to 25 pounds to waist height.

**WORK ENVIRONMENT:**

Employees in this position will be required to work indoors and outdoors in a school setting, and come in direct contact with SJCOE staff, parents, students and the public-at-large.

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