



SIERRA COLLEGE IS RECRUITING FOR

Systems Support Specialist

FINAL FILING DATE: September 15, 2026

Salary Info: Classified position, starts at \$36.24 per hour

[Link to Job Posting](#)



SIERRA COLLEGE AT A GLANCE

Sierra College is an award-winning community college located near Sacramento, California where a heavy emphasis is placed on academic excellence, equity-mindedness and student success.

Since its founding in 1936, Sierra College has focused on quality instruction and meeting the evolving needs of the students and communities it serves.

The Sierra Community College District serves over 30,000 students at our main Rocklin campus, as well as our two centers located in Grass Valley and Tahoe-Truckee.

ROCKLIN
GRASS VALLEY
TRUCKEE
ONLINE

[**www.sierracollege.edu**](http://www.sierracollege.edu)

POSITION DUTIES AT A GLANCE

- Provides responsive, customer-focused technical support, troubleshooting computers, phones, software, network and email accounts, and enterprise applications.
- Documents, tracks, and takes ownership of technical incidents and service requests; resolves issues when possible and coordinates or escalates complex problems to appropriate ITS staff or vendors.
- Installs, configures, and supports software and applications; assists users with account activation, system access, and effective use of District technology resources.
- Creates and maintains technical documentation, knowledge base articles, user instructions, and other resources; provides training and guidance to help users effectively use District technology and support services.
- Supports the diverse technology needs of a college community, providing inclusive and effective assistance to individuals with varying backgrounds, abilities, experiences, and levels of technical proficiency.
- To see the full scope of duties and responsibilities, please [click here](#).

EDUCATION & EXPERIENCE GUIDELINES

Education/Training

- Equivalent to the completion of the twelfth grade or General Educational Development (GED) supplemented by college level course work in computer science, information technology, or a related field.

Experience

- Two years of computer-related experience with a wide range of computer software, including high volume customer service support.

Please note that any combination of education and experience that would likely provide the required knowledge and abilities is qualifying.



WHY SIERRA?

- One of Aspen Institute's Top 150 Community Colleges in the nation
- The Accrediting COMMISSION recognized Sierra “for its exemplary practice of providing personnel with opportunities for continued professional development in order to meet its mission.” This includes providing students and employees with a robust set of programs, events, and conferences related to equity-mindedness and supporting the success of our students, etc.
- Public Employee’s Retirement System (PERS)
- 18 paid holidays (including extended time off during the winter break)
- 12 accrued paid vacation days per year (vacation accrual increases over time)
- Competitive benefits package
- Flexible work schedules may be available
- Currently during summers, some employee groups participate in 4x10 schedules
- Qualifying Employer for Public Service Loan Forgiveness (in most cases)

WHO WE SUPPORT

Currently, Sierra College enrolls 30,000 students per term, where approximately:

- 21.8% of Sierra College’s students are Latin(o)(a)(x)(e),
- 7.8% Multiethnic,
- 7.8% Asian,
- 3.2% African American,
- 2.4% Filipino,
- .5% American Indian/Alaskan Native,
- .4% Pacific Islander,
- 53.8% White