

INFORMATION SYSTEMS SPECIALIST

BASIC FUNCTION

Provides technical support for computer, audiovisual equipment, peripheral equipment, software, and hardware for students, faculty, staff, and administrative and academic District users; installs, configures, maintains, and upgrades operating systems and software packages; and assists in the deployment, maintenance, and support of computer labs and carts.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification is responsible for independently performing technical duties in support of Technology Support Services across the District. Employees at this level exercise judgement and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Receives incident and service requests and responds by remote session, telephone, email, and/or in-person, and represents the department in a professional and friendly manner; implements new services, policies, and procedures for District computer systems and technology audits.
2. Evaluates, researches, responds to, and resolves assigned incident and service requests for assistance from users experiencing problems with hardware, software, desktops, laptops, virtual desktops, peripheral equipment, and other computing related technologies; mitigates common types of security threats and deficiencies to restore technology to a functional state.
3. Researches, resolves, and follows up on user problems; refers more complex problems to specialized or higher-level personnel.
4. Updates records and initiates follow-up for assigned service tickets including status and all relevant documentation; ensures that service tickets are routed to appropriate groups.
5. Installs and inventories technology hardware and software; configures, installs, and tests network interface adapters and connects new users to existing networks; isolates and repairs basic network communications problems.
6. Installs, maintains, and repairs desktop printers, copiers, scanners, and other peripherals addressing both hardware and software issues.
7. Troubleshoots and suggests resolutions for computing system and equipment problems to ensure functional operation.
8. Installs, designs, images, configures, maintains, and upgrades operating systems and software packages across disparate platforms.
9. Assists in the deployment and maintenance of computer labs and carts; connects and configures workstations; installs and connects cable and wiring for systems as needed.
10. Creates knowledge based articles and contributes to the improvement of all new and existing knowledge base articles and documentation.
11. Attends departmental and committee meetings to provide input on assigned technology areas; recommends process and workflow enhancements.

12. Develops additional skills, knowledge, and abilities through education, training, in-services, seminars, and conferences to maintain and enhance the level of knowledge and skills required to satisfactorily complete job assignments, and to stay current with technology trends related to areas of responsibility.
13. In consultation with supervisor, works with vendors on the terms, conditions, and prices for hardware, software, peripherals and other computing technologies and the services required for these items.
14. Participates in District-provided in-service training programs.
15. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Applicable rules and policies with respect to the use of technology systems hardware and software.
2. Principles and practices used in the operations, maintenance, and administration of network operating systems, personal computer system hardware, and related software systems.
3. Methods and techniques of computer hardware and software implementation, maintenance, and documentation.
4. Operational characteristics of computer peripherals such as printers, scanners, and related devices, and network devices such as hubs and routers.
5. Standard business support software, including word processing, spreadsheet, presentation, graphics, and database programs.
6. Methods and techniques of asking questions to determine user issues.
7. Methods and techniques of performing routine troubleshooting and diagnostics on access and software uses.
8. Methods and techniques of generating system reports.
9. Methods and procedures for multimedia equipment operation and maintenance.
10. Methods, principles, practices, and techniques for troubleshooting and determining the causes of multimedia equipment problems and device errors and failures.
11. Principles, practices, and methods of presentation equipment hardware installation, operation, and maintenance.

Ability to:

1. Perform a variety of functions in the operation of a variety of computer equipment and peripheral components; troubleshoot related problems and take appropriate action.
2. Identify and resolve hardware and software problems and perform minor repairs.
3. Set up personal computer and network hardware and install and configure software.
4. Deal tactfully with the customers and staff in providing information, answering questions, and providing customer service.
5. Evaluate end user issues through structured questions and processes.
6. Operate, repair, and maintain common and diverse multimedia systems used.
7. Use a variety of techniques, methods, and tools in the maintenance and repair of multimedia systems and technologies.
8. Establish and maintain a variety of filing, recordkeeping, and tracking systems.
9. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
10. Communicate effectively in the course of performing work tasks.
11. Establish, maintain, and foster effective working relationships with those contacted in the course of work.

12. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
13. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

An associate's degree in computer science or a related field and three (3) years of progressively responsible experience providing technical support to technology systems hardware and software; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must be able to lift, carry, push, pull materials and objects up to 50 pounds, and climb ladders exceeding six (6) feet in height.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.