INFORMATION SYSTEMS SPECIALIST

DEFINITION

Under direction, performs advanced and complex paraprofessional, technical and customer support duties related to troubleshooting, installing, configuring, and maintaining desktop computer, peripheral, server, and other network system hardware and software; receives, documents and resolves user help requests and provides hands-on technical assistance pertaining to desktop hardware and software problems; assists users with questions regarding desktop system operations and procedures; monitors and maintains the performance of connected systems, including those in computer laboratory settings; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the advanced paraprofessional and technical class in the Information Systems Series within the Yosemite Community College District (YCCD). Incumbents in this class perform the full range of specialized technical duties related to troubleshooting, installing, configuring, and maintaining desktop computer, peripheral, server, and other network system hardware and software. Incumbents utilize specialized knowledge of information technology to make decisions and complete assignments. Incumbents in this class frequently interact with users in the course of their duties, providing advanced technical support in resolving equipment and system access problems. Incumbents also perform a wide range of duties related to computer installations, upgrades, maintenance and repairs and often have independent responsibility for overseeing, maintaining and monitoring computer laboratory systems.

This class may be distinguished from the lower-level Information Systems Technician class because those classes perform journey level technical duties that emphasize system assembly, installation, configuration, maintenance and repair rather than advanced user support. This class may also be distinguished from higher-level Information Technology classes because incumbents in those classes preponderantly perform professional analytical duties that include system design, development, maintenance and programming.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in this class work under the direction of a manager or senior manager, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures. Incumbents plan and/or determine specific procedures or equipment required to meet assigned objectives and solve non-routine problems, referring only unusual matters to a supervisor.

An incumbent in this class does not directly lead or supervise other full-time employees, but may assign, direct and/or monitor the work of subordinate full time, part time, and/or student employees on a project or assignment basis.

ESSENTIAL DUTIES

- Provides advanced technical assistance to system users by responding to help requests and troubleshooting desktop computer, peripheral, server, and other network system hardware and software related to hardware, software and peripheral devices; determines the severity of the problem and either resolves the issue(s) or refers the problem(s) to higher-level information technology support staff.
- Coordinates and provides technical support for one or more academic computer labs; set-up file share security; monitors and evaluates operational processes and provides technical resolution of problems; installs and maintains laboratory computers, peripherals and software applications, including specialized systems to meet departmental and/or ADA requirements.
- Management and maintenance of GoPrint Software.
- Installs and configures computer hardware, software, programs and applications; tests and troubleshoots to ensure functional operation.
- Monitors file server and production servers; resolves system problems or refers appropriately.
- Monitors computer systems, including servers and network equipment, for response time, problem prevention, performance and resource utilization; monitors and maintains the function of networked components including routers, hubs, bridges and switches; recommends actions to overcome result deviations.
- Performs routine network support duties such as monitoring or adding applications, users and devices; modifies user profiles, re-sets passwords and performs file maintenance; documents all network changes and revisions.
- Configures and maintains computer accounts, security groups, profiles and group policies; as assigned, monitors security vulnerability and sets security parameters for labs/workstations and servers; installs security updates and patches.
- Assists higher-level information technology staff in the evaluation, selection, acquisition and implementation of computer hardware and software solutions; assists with the physical design of the District's network; recommends microcomputers, software and peripherals to staff; assists in determining communications requirements for new equipment installation.
- Participates in the planning, development and preparation of technical standards operational procedures and system performance objectives.
- Troubleshoots and diagnoses communication equipment problems to ensure functional operation; performs minor repairs; coordinates and oversees the installation of communications wiring and cabling.
- Prepares disk images for computer setup and recovery; coordinates regular and disaster recovery tape backup and recovery processes on servers; maintains, tracks and rotates media; stores media appropriately.
- Explains and demonstrates the use of new hardware/software, peripheral devices, network sharing, data backups, and other system functions; responds to questions regarding software/system purposes, workflow issues and output needs; recommends procedures and helps develop user instructions concerning desktop computer, peripherals, and network procedures such as log-on directions, password maintenance, file sharing and data backups.
- Assists with large-scale implementation of new processes, upgrades and equipment rollouts; helps plan and implement enterprise-wide network upgrade strategies and procedures; helps remove and replace old inventory; performs new software and hardware installations and upgrades on desktop

computers and servers as directed; prepares and installs images; troubleshoots conversion and implementation problems.
- May assist other information systems staff in developing alternative solutions to end user problems.
- May create batch files and/or develop/recommend scripts to improve program usability.
- Performs technical administrative duties; attends meetings; serves on committees and task forces; independently responds to various inquiries and correspondence; prepares information and data requested for administrative review; maintains information system documentation; prepares reports, files, correspondence and other documents.
- Performs other related duties as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in an indoor office environment that includes frequent exposure to computer screens.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Knowledge of:
- Advanced technical methods, procedures, and techniques involved in supporting a local and wide area network, hardware and software application systems.
- Advanced principles and techniques of user support and customer service.
- Information technology and local and wide area network industry, trends, practices and procedures.
- Information technology documentation and data communication standards.
- Computer operating systems and a variety of computer hardware and software applications.
- English usage, spelling, grammar, punctuation and arithmetical processes.

Ability to:
- Effectively and efficiently participate in the operation of a computer network operation.
- Provide prompt and appropriate customer service to system users.
- Test and interpret network changes to enhance network operations and correct operational faults.
- Obtain and consolidate user specifications and needs.
- Perform arithmetical calculations with speed and accuracy.
- Understand and carry out oral and written directions.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Licenses and Certificates:
- Depending upon assignment, a valid license to drive in California <u>may</u> be required.

Physical and Mental Standards:
- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a computer keyboard, handle individual papers, write and take notes.
- **Lifting**: frequent lifting of papers, files, equipment and material weighing up to 25 pounds.
- **Visual Requirements**: close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking**: ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors**: ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments.

Education and Experience:
Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:

<u>Pattern I</u>

- <u>Experience</u>: Two years equivalent to an Information Systems Technician at YCCD.

<u>OR Pattern II</u>

- <u>Education</u>: Possession of an associate's degree from an accredited college or university, with major course work in computer science or a closely related field.
- <u>Experience</u>: One year performing information technology repair duties that included assembling, installing, configuring, maintaining, and repairing new and existing desktop computer, peripheral, and/or other networked system hardware and software.

Special Requirements:
- None

Class Adopted: 03/01/09
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