

INFORMATION SYSTEMS TECHNICIAN

DEFINITION

Under general supervision, performs paraprofessional and technical support duties related to the assembly, installation, configuration, maintenance and repair of desktop computer, peripheral, and other network system hardware and software; performs basic diagnostic tests on new and existing systems to verify function and/or troubleshoot problems; assists with the installation of hardware and software upgrades and general system maintenance; performs data processing functions such as print job scheduling, file recovery, system start ups/shut down, and data backups; provides guidance and telephone support to end users regarding routine technical support matters; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the journey/full-working level paraprofessional class in the Information Systems Series within the Yosemite Community College District (YCCD). Incumbents in this class perform the full range of duties involving the Active Directory, assembly, installation, maintenance and repair of desktop computer, peripheral, and other network system hardware and software. Incumbents utilize knowledge of information technology to make decisions and complete assignments. Although incumbents in this class may interact with users in the course of their duties, most interactions are over the telephone and the primary roles of incumbents in this class are to maintain and repair computer equipment, to perform data processing operations functions, and to assist with computer system assembly, maintenance and hardware/software installations.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in this class work under the general supervision of a manager or senior manager, working alone on routine or regular work assignments and checking with a supervisor on non-routine assignments or when in doubt as to the correct procedures to follow.

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

- Assembles, installs, configures, maintains, and repairs new and existing desktop computer, peripheral, printer trouble shooting and installation, and/or other networked system hardware and software.
- Installs new desktop computers and other equipment on existing networks; installs peripheral equipment such as modems, printers, scanners, readers other devices; runs tests to ensure proper equipment function.
- Assists with the installation and testing of cables, hubs, switches, network cards and other networking equipment.
- Provides first-level review and response to problems regarding desktop and network issues; performs general hardware and software tests using diagnostic and testing equipment; performs equipment repairs and/or recommends external repair services; communicates with vendors as needed to identify and resolve technical issues.

- Performs recovery practices for workstations.
- Assists in providing technical support to academic computer labs; helps install and maintain computers, peripherals and software applications, including specialized systems to meet departmental and/or ADA requirements.
- Assists staff by explaining and demonstrating 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; refers complex issues to other staff as appropriate.
- 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 and upgrades related to e-mail, faxing, scheduling, calendars and Internet access; performs new software and hardware installations and upgrades on desktop computers as directed; prepares and installs images; troubleshoots conversion problems and resolves or reports to others as appropriate.
- May assist other information systems staff in developing alternative solutions to end user problems.
- May perform data processing; schedules and performs batch jobs and reports; performs file recovery and backups; monitors storage use and availability; adds new users as directed; monitors access.
- May create batch files and/or develop/recommend simple scripts to improve program usability.
- May perform 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:

- Methods and techniques of providing technical support for computer operating systems.
- Operations, services and activities of a computer laboratory.
- Appropriate data processing techniques, networking, operating systems, peripheral equipment and software as used in the campus network.
- Operational characteristics of various computer systems and operating environments.
- Microcomputer software applications used on campus in business operations.

Ability to:

- Provide technical support services across the campus.
- Operate any computer or peripheral equipment as assigned.
- Install, troubleshoot, repair and/or support personal computers and associated peripheral equipment.
- Maintain accurate inventory of computer hardware and software components.
- Understand and follow oral and written instructions.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Licenses and Certificates:

- Depending upon assignment, a valid license to drive in California may 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:

Pattern I

- Experience: Two years equivalent to an IS Service Desk Specialist at YCCD.

OR Pattern II

- Education: Possession of an associate's degree from an accredited college or university, with major course work in computer science or a closely related field. Completion of a certificate in computer science may also be acceptable.
- Experience: One year performing a wide range of information technology repair duties, including one year that involved 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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