



INFORMATION SYSTEMS SPECIALIST

DEFINITION

Under direction, performs a variety of specialized technical duties related to the installation, operation, maintenance, and repair of computer hardware and software systems and instructional media equipment; sets up, maintains, troubleshoots, and repairs a variety of information systems including networks, servers, peripherals, operating systems, user applications, and instructional media in support of the District's administrative and academic users; assesses user training needs and trains users in effective use of applications and equipment; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff

CLASS CHARACTERISTICS

This classification is responsible for independently performing specialized duties in support of computer hardware, software, and electronic media systems and related equipment. Positions at this level exercise judgment 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 work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS

Management reserves the right to make reasonable accommodations so that qualified employees with verified medical conditions can perform the essential functions of the job.

- Installs, troubleshoots, configures, and maintains a variety of technology systems including those related to operating systems, hardware, software, server, network, electronic media, data communication, personal and mobile computing, and related devices.
- Installs, operates, supports, and troubleshoots instructional media and distance learning systems and equipment.
- Performs a variety of technical tasks in support of physical and virtual server infrastructures, including installing, configuring, maintaining, and monitoring hardware and software upgrades and security to ensure effective server performance; installs, tests, and recomposes Virtual Desktop infrastructure and equipment.
- Assists with the installation and upgrades of complex and technical audio/visual systems and equipment including those related to presentations and productions, cable and satellite television receiving/recording and distribution, and smart classroom systems.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices
- Ensures the functionality and operational stability of information technology systems by monitoring system performance and evaluating and effectively responding to requests for assistance from users.
- Collaborates with academic faculty and staff to determine technology and equipment needs; ensures that classrooms, labs, and virtual learning environments are set up with the necessary technology resources; assists in training faculty and staff on said resources; and ensures proper use and functionality.

- Performs various system quality assurance activities; tests and troubleshoots system issues using appropriate diagnostic tools; executes testing plans to validate functionality and resolve issues.
- Performs periodic systems support functions, such as backing up files and loading software updates.
- Requests supplies, equipment, hardware, software, and materials; contacts vendors for competitive prices and recommends purchase; maintains accurate inventory of supplies, materials, and equipment; requests and receives instructional materials for assignments.
- Coordinates with other information technology staff to resolve problems with system applications; works with software providers to accomplish specific maintenance and modifications tasks.
- Oversees the records, logs and files related to media equipment distribution, inventory, warranties, repair history and preventive maintenance schedules; contacts manufacturers and sales representatives regarding repairs and warranties; orders and tracks equipment.
- Stays abreast of current trends and developments in the fields of information technology and instructional media.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Observes and complies with District and mandated safety rules, regulations and protocols.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations and services of comprehensive information technology programs.
- Operational characteristics of desktop, network, and telecommunication systems hardware, software and peripheral equipment.
- Principles, practices, methods and techniques of troubleshooting, diagnosing and resolving desktop computer hardware and software, and routine network system issues.
- Diagnostic tools used in troubleshooting hardware, software and connectivity issues.
- Operational characteristics of audio-visual and instructional media equipment and technology.
- Software applications used by the District in both administrative and academic functions.
- Applications and functions of computer hardware, software, and peripheral devices.
- Tools and equipment used in testing the functionality of computer systems.
- General principles, methods, and techniques used in designing, developing, testing, and implementing information technology systems.
- A diverse range of operating system, network, applications and associated peripherals, such as server, printers and related devices.
- Computer and peripheral equipment maintenance methods and procedures.
- Applicable federal, state, and local laws, regulations, ordinances, policies, and procedures relevant to assigned areas of responsibility.
- Record keeping principles and procedures.
- District and mandated safety rule, regulations, and protocols.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform a variety of specialized duties in support of the District's technology programs and services.
- Understand and apply a wide variety of information technology systems.
- Install and configure desktop computers, associated hardware/software and peripherals, and connect to network systems.
- Operate, install, maintain, configure, and troubleshoot a variety of audio-visual and instructional media equipment and technology.
- Elicit information from client users to triage requests and identify appropriate action.
- Monitor assigned systems for performance issues.
- Learn to use new and existing hardware and software.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures and standards relevant to work performed.
- Present effective training programs and train users in the application and use of computer hardware, software, audio-visual and instructional media equipment and technology.
- Compose clear and concise correspondence and reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by college level coursework in computer science, or a closely related field.

Experience:

- Three (3) years of increasingly responsible experience in the installation, maintenance, and repair of computer/network hardware, software, and peripherals.

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 is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds, or heavier weights with the use of proper equipment and/or assistance from other staff.

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 staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.