



INFORMATION SYSTEMS TECHNICIAN

DEFINITION

Under general supervision, provides ongoing technical support and customer service assistance in the use of the District's information systems and online learning platforms; receives and responds to requests for assistance; serves as a first level responder for technology issues; logs requests and refers to appropriate staff for follow-up, and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

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

CLASS CHARACTERISTICS

This journey level classification is responsible for independently performing technical duties in support of District information systems and online platforms. 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.

- Provides first level technical support and assistance to the District's technology end users; provides information, answers questions, and addresses issues and concerns from faculty, students, and staff.
- Researches, resolves, and follows up on user problems; refers more complex problems to specialized personnel; follows up on tickets to ensure completion.
- Resets passwords, and directs users to the appropriate system or platform to address their needs; refers non-technical questions to the appropriate department.
- Troubleshoots and explains a variety of processes and procedures impacting the creation, activation, and continued use of District user accounts including enrollment and financial aid processes.
- Maintains accurate logs of all service desk interactions and resolutions in the ticketing tool; identifies and escalates situations requiring urgent attention; and follows up with users to ensure issue has been resolved.
- Assists in the development and maintenance of service desk procedural documentation.
- Assists with the delivery and installation of personal computers, software, and peripheral components such as monitors, keyboards, printers, disk drivers, and patch cabling.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- 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.
- Provides training and work direction to student workers, as assigned.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, methods and techniques of providing customer service, training and providing technical support to end users.
- Methods and techniques of eliciting information from end users to determine potential problem areas.
- Operational characteristics of desktop, network, and telecommunication systems hardware, software, and peripheral equipment.
- Business mathematics.
- Principles and practices of technical documentation.
- Diagnostic tools used in troubleshooting hardware, software, and connectivity issues.
- Software applications used by the District and in the industry.
- Tools and equipment used in testing the functionality of computer systems.
- Applications and functions of computer hardware, software, and peripheral devices.
- Operational characteristics of Windows operating systems.
- Principles and practices of network hardware and software technical support, such as printers, scanners, and other network devices, and various applications.
- Computer and peripheral equipment maintenance methods and procedures.
- District and mandated safety rules, 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:

- Elicit accurate and complete information from users to formulate responses and solutions.
- Learn to use new and existing software and hardware.
- Serve as a first level responder to technology issues by identifying customer/user problems; taking appropriate corrective action to resolve problems; or referring problems to appropriate staff.
- Provide technical support to a diverse range of technology systems, hardware and software.
- Prepare technical documentation on work performed.
- Communicate technical issues clearly to non-technical customers.
- Prepare clear, concise and accurate documentation, user guides, reports of work performed, and other written materials.
- 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:

- Two (2) years of experience providing technical support to an information technology program, including desktop or application support.

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, and 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.

This position deals with sensitive information. As such, confidentiality and integrity are essential to ensuring that employees and students have access only to systems and information required to perform their job.