



JOB TITLE: INFORMATION SYSTEMS TECHNICAL SPECIALIST

Classification: Classified
Salary Range: 37

Retirement Type: PERS*
Revised/Board Approved: October 18, 2004

BASIC FUNCTION:

Under the direction of an Information Technology Systems administrator, coordinate technical training and documentation; assist in budget acquisition and maintenance; perform systems and operations tasks on networked microcomputer systems serving faculty, staff, and students campus wide; control access to campus computers; create new computer accounts; and manage the account preservation and restoration process. Help to ensure the effective utilization of the College's technological resources by serving the College in a consultative role regarding new computer systems and modifications to existing systems, evaluating and recommending software and hardware, assisting in the development of standards (security, ID validation, user authorization, etcetera).

REPRESENTATIVE DUTIES:

Coordinate information services resources to facilitate information processing; communicate with users to assure quality service is provided and maintained; process requests for change and new service.

Provide technical assistance and information to users; assist users with problems and questions concerning the use of terminals, personal computers, telephones, application software and computer software.

Assist programming staff and represent the users interests during application development tasks. May develop and design screens for user applications to insure that they are user friendly and meet user requirements.

Diagnose and resolve information system problems; request assistance from other Information Systems personnel as needed.

Prepare, implement and present training programs in the use of new and existing on-line applications including mainframe systems and computer software applications.

Maintain on-line network user profiles, including user I.D's, passwords and security levels; train and assist users in personal computers including file management, basics and set-up; assist users in selection of software.

Develop user manuals, technical bulletins and other related user documentation.

Assist in programming of new phones, voice mail and other applications involving telephone systems, recommend and coordinate changes, maintenance and installation requirements for telephone and data communication systems.

Review and recommend revisions to all documentation to assure auditing standards and guidelines are met; review billing for accuracy and completeness.

Remain current concerning advancements in the field of word processing and information systems, peripheral equipment and related supplies.

Perform related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Any combination equivalent to two years of college-level course work in information systems or a related field and two years experience in a technology services organization with emphasis in academic or administrative computing support environment.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Operations, equipment, procedures and formats used in information processing.
Principles, practices and techniques of training and providing technical instructions.
Personal computer and mainframe requirements and operations.
Principles of data and telecommunications.
Basic elements of preparation of documentation.
Record-keeping techniques.
Oral and written communication skills.
Correct English usage, grammar, spelling, punctuation, vocabulary.
Interpersonal skills using tact, patience and courtesy.
Telephone techniques and etiquette.

Abilities/Skills:

Operate information systems software and hardware.
Prepare, implement and present training programs.
Diagnose, resolve and document information system problems.
Install and operate personal computer based word processing software.
Establish and maintain communications with users.
Remain current concerning advancements in field of specialization.
Design, prepare and edit manuals and procedures.
Learn department and program objectives and goals.
Plan and organize work.
Meet schedules and time lines.
Establish and maintain cooperative and effective working relationships with others.
Communicate effectively both orally and in writing.
Analyze situations accurately and adopt an effective course of action.
Understand the requirements and act upon requests from faculty, staff and administrators for technology support.

Licenses or Other Requirements:

Valid California driver's license.

WORKING CONDITIONS:

Typical office setting.
Extensive computer work looking at a monitor for extended periods of time.
May sit or stand for long periods of time.
Lift and carry up to 25 lbs.
Move from one work area to another as needed.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.