

**DISTRICT INFORMATION SYSTEMS SUPPORT SPECIALIST****DEFINITION**

Under direction, to support, maintain, upgrade, and administer stand alone and networked computers, peripherals and operating systems, telecommunications connections and Internet connectivity; to provide support and connectivity to users of the District's mainframe information systems; to provide consultation and training to users of the various District wide and K-12 computing systems; to write and maintain systems and control programs necessary for the operation of computer systems; to support and develop Internet resources and use; and to perform related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Incumbents in this class are responsible for functioning as systems administrators for complex networked systems and for troubleshooting problems and providing general support and assistance in a variety of areas related to the use and interconnectivity of the District's various computer systems, including those used by the various school districts which contract with the District. Incumbents also write and maintain programs using REXX, COBOL and similar languages that assist and streamline computer operations. They perform a variety of technical duties related to both hardware, software and telecommunications support. It is distinguished from the Network Specialist in that the latter has primary responsibility for the planning, design, installation and maintenance of interconnected networked systems within the District. It is distinguished from the Computer Center Coordinator in that the latter coordinates the computer center for a college although incumbents in both classes function as Systems Administrators. It is distinguished from the College Computer Systems Specialist in that the latter is involved with the campus-wide planning, repair, maintenance, and support of interconnected networks and telecommunications from initial planning to day-to-day operations of the various systems.

**SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the appropriate departmental manager.

**EXAMPLES OF DUTIES**

Duties may include, but are not limited to, the following:

Configure, install, optimize, upgrade, troubleshoot, maintain, and repair heterogeneous, homogeneous, peer-to-peer, and client/server administrative computer systems that includes network software and hardware components on file servers, client workstations, and network peripherals; assist with the planning and design of these systems.

Create, configure, and administer user and group accounts, Internet connectivity, network security, and network software applications.

Troubleshoots and resolves problems related to hardware, operating systems, telecommunications, and software applications encountered by users of the various interconnected networks, mainframe, SNA, and stand alone systems.

Assist users with hardware, software, and Internet applications; answer questions and solve problems from Internet users.

Diagnose and perform technical repair on disk drives, printers, printed circuit boards using appropriate test equipment and diagnostic procedures.

**EXAMPLES OF DUTIES** (continued)

Install and modify computer systems including wiring, cabling, hardware, software, peripherals, and other components and equipment.

Write, update and maintain programs for the operations of the District's mainframe computer system using appropriate computer languages, such as REXX and COBOL.

Schedule, coordinate and present workshops or training related to computer applications and use.

Plan, develop, write, and update handbooks and procedures for the use of various equipment and applications.

Install, modify, and update operating system, applications, and program fixes for stand alone, networked, and other computers.

Operate the mainframe computer system; maintain and update computer operations and program run documentation; assist with debugging computer applications.

Participate in testing and evaluating hardware and software products and make recommendations on their purchase and use.

Communicate with vendors to obtain information, resolve problems, arrange and conduct demonstrations and evaluation; order parts, supplies and documentation.

Maintain records of activities; develop and maintain system documentation.

Stay abreast of industry technology and trends; adapt to changes in technology.

**MINIMUM QUALIFICATIONS****Knowledge of:**

Administration, use, and requirements of common computer operating systems, application programs, and communication software.

Principles, methods, materials, and equipment used in the installation, operation, and maintenance of telecommunication and interconnected network technologies, including the operating systems, applications and connectivity.

Procedures of software and hardware configurations and optimization.

Installation and maintenance of operating systems, computer applications, software patches, hardware and network peripherals.

Installation, maintenance, and repair of fiber and copper media in a bus, ring, star topology or any combination thereof.

Basic analog and digital electronics.

Installation, maintenance and support of network computer management software packages.

Internet connectivity protocol and applications.

REXX and COBOL and other programming languages used by the District to control computer operations.

Principles of computer program design, testing, and implementation.

## **MINIMUM QUALIFICATIONS (continued)**

### **Ability to:**

Install, operate, administer, troubleshoot, maintain and repair personal computers, multiple networks, network peripherals, and telecommunications software and hardware, and fiber and copper media.

Provide technical advise and assistance on matters relating to the operation and support of computer systems, including telecommunications, multiple networks, network peripherals, and Internet.

Use electronic test equipment and common small hand tools.

Train users of various computer systems and applications, including the Internet.

Write programs for the operations of the District's mainframe computer system using appropriate computer languages such as REXX and COBOL.

Comprehend technical manuals and instructions.

Operate all of the computers and related equipment used by the District.

### **Experience and Training:**

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

#### **Experience:**

Two years of responsible experience in providing operation, troubleshooting, maintenance, systems administration, and support to a variety of computer users using systems similar to those in use by the District's administrative systems. Experience writing and modifying computer programs in COBOL and REXX.

#### **Education:**

Equivalent to an Associate of Arts degree from an accredited institution in computer science, information technology, or a related field. Possession of a certificate as a CNA, or equivalent is highly desirable. Relevant experience may be substituted for the required education on the basis of two years experience for each year of education.

## **LICENSE OR CERTIFICATE**

Possession of, or ability to obtain, a valid California driver's license.

## **PHYSICAL CHARACTERISTICS: (with or without the use of aids)**

Demonstrates ability to enter and edit pertinent data on computer terminals.

Demonstrates ability to use small hand tools and electronic test equipment.

Demonstrates sufficient vision to read all printed materials, including computer screens and electronic displays. Demonstrates sufficient near and distant vision to perform the essential duties of this position.

Demonstrates sufficient hearing to conduct fact-to-face and telephone conversations.

Speaks in an understandable voice with sufficient volume to be heard within a normal conversation distance, on the telephone, and in addressing groups.

Demonstrates ability to transport self to places necessary to perform job, including enclosed areas of buildings and on even and uneven surfaces.

Demonstrates ability to occasionally lift and/or move up to 35 pounds.

Demonstrates the physical, mental, and emotional stamina to perform the duties and responsibilities of the position.

**WORKING CONDITIONS**

This job involves some manual labor including entering enclosed areas of buildings (such as crawl space) as well as office work. Environment is generally clean although occasional exposure to conditions such as dust, fumes, odors, or noise will occur. A video display terminal is used on a regular basis.