

INFORMATION TECHNOLOGY SPECIALIST

JOB SUMMARY

Under general direction, performs technical work in the administration, installation, testing and maintenance of all District microcomputer hardware and software systems; manages systems resources to ensure efficient operations; provides training and technical assistance to users; and other related duties as assigned.

As the Systems Administrator I incumbent gains skills and performs more difficult work through experience, training and certification, and as a desired level of proficiency is reached, advancement to Systems Administrator II class can be reasonably expected. Most incumbents gain the skill, experience, certification and proficiency for advancement within two years with the District.

EXAMPLES OF DUTIES

(Duties include but are not limited to the following):

- Provides effective service, training, and troubleshooting for users of computerized applications.
- Evaluates and analyzes the District's information needs and requirements.
- Develops and recommends application and resource priorities; administers changes/adjustments to systems.
- Coordinates with vendor for the installation and maintenance of personal computers, centralized computer system, and telephone administration computer systems.
- Serves as system administrator for the District's telephone computer and call accounting system.
- Responds to requests for assistance with hardware and software problems.
- Diagnoses problems, and repairs or arranges for the repair or replacement of faulty hardware, disks, drives, peripherals and software packages.
- Trains users in the utilization of terminals, microcomputers, peripherals and software packages, including word processing, spreadsheet programs and graphics.
- Assists users in developing applications.
- Determines necessary preventive and corrective equipment maintenance; performs routine maintenance and cleaning of computer hardware.
- Installs personal computer hardware and peripherals at workstations; hooks up modems; installs boards and cards as necessary.
- Writes computer program documentation, user manuals and data entry manuals.
- Maintains records and logs on computer use and operating problems.
- Maintains a documentation library of hardware/software resource materials.
- Meets with users to discuss services provided, new applications, improvements and complaints.

- Sets correct user, program and system security.
- Requisitions computer supplies; orders new equipment.
- Responsible for backing up all computer systems.
- Operates terminals, printers, peripherals, tape drives, and communication equipment.
- May work with outside software providers to design, test and implement the application of software systems.
- Prepares oral and written reports.
- Performs other related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Personal computer operating systems, UNIX operating systems, and program testing.
- Basic methods of systems analysis, principles, practices, and modern applications of data processing systems.
- Operational characteristics, services, and activities of systems administration.
- Operating characteristics, capabilities, capacities, and limitations of computer and related peripheral equipment.
- Design, operations, properties, and capabilities of networks and network cabling.
- Various software packages including word processing, spreadsheets, and graphics.
- Business accounting systems.
- Operation and care of computer equipment.
- Optical imaging systems and technologies.

Ability to:

- Work independently without supervision.
- Analyze, evaluate, and resolve data processing and system problems.
- Read, interpret, and apply complex technical publications, manuals, and other documents.
- Train personnel.
- Operate a computer keyboard with accuracy.
- Perform electrical wiring and cabling.
- Accurately evaluate and prioritize hardware and software requests.
- Develop and recommend cost effective technical system improvements.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Communicate clearly and concisely, both orally and in writing.
- Operate a vehicle observing legal and defensive driving practices.
- Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Education:

Any combination of training, experience and education that could likely provide the required knowledge and abilities stated above, and the ability to perform the duties of the position would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Two to four years of responsible experience in the analysis and design of office automation systems, including word processing and personal computing. Must have experience in business accounting systems.

Education: Completion of coursework equivalent to a Bachelor's degree from an accredited college/university in computer science, information systems, business administration, or a related field is desirable.

Licenses and Certificates:

Possession of a valid California driver's license, Class C, with ability to maintain insurability under the District's insurance carrier.

Physical Demands:

Hear normal conversation in person and/or on the telephone, with or without electronic aids; see to read fine print; sit or stand for prolonged periods of time; use hands and fingers repetitively to manipulate small objects and print or write legibly; frequently lift up to 25 pounds; reach with hands and arms; speak in a normal voice to be able to be heard and understood on the telephone and awareness of electrical hazards.

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