

INFORMATION SYSTEMS SPECIALIST

Definition:

Under general supervision, provides technical support to all Agency departments on personal computer hardware, software and networking; and performs related duties as required.

Distinguishing Characteristics:

This position specializes in support of personal computers, network and related equipment. This position works indoors generally. The duties require sitting for extended periods, frequent use of personal computers, lifting and carrying up to 50 pounds on a regular basis; bending, stooping, kneeling and walking on a regular basis; operation of a motor vehicle on an occasional basis; ability to distinguish colors, fine manipulation of hands and fingers, work in close or awkward positions on an occasional basis, and communicate effectively both orally and in writing.

Examples of Duties:

- install and maintain personal computer hardware and software, printers, modems, scanners and network hardware and software;
- diagnose and troubleshoot personal computer hardware, software and networking problems;
- maintain records of personal computer hardware and software inventory;
- analyze computer needs and make recommendations on hardware, software and network needs and solutions;
- diagnose and resolve a variety of technical issues relative to personal computers and networks;
- install and maintain cabling and connections for personal computers and networks, modems and printers;
- assist in analysis of AS400 and PC interface;
- provide PC operation training and protocol development;
- assist in the installation and maintenance of communications equipment;
- schedule, coordinate and control outside vendors for computer, network, communications services as needed;
- perform related duties as required.

Qualifications:

Knowledge of:

- personal computer technology and repair;
- personal computer software troubleshooting procedures and techniques;

INFORMATION SYSTEMS SPECIALIST

- Novell network on token ring topology;
- file maintenance and AS400 emulation process;
- telephone, computer and network cabling.

Ability to:

- provide user hardware and software support;
- technical assistance and troubleshooting;
- analyze data processing needs and recommend economic and effective solutions to identified needs;
- communicate effectively both orally and in writing;
- maintain records of hardware and software inventory and maintenance;
- establish and maintain cooperative working relations with those encountered in the course of performing required work;
- effectively coordinate work of vendors for various Agency computer, network and communications needs.

Education/Experience:

Sufficient education, training and experience to demonstrate the knowledge, skills and abilities listed above. These would normally be acquired by completion of high school and three years of experience in computer maintenance and repair including network technology. An Associate Degree in Computer Science and Novell certification is preferred.

License/Certificates:

Must possess and maintain a valid California driver's license with an acceptable driving record.