

INFORMATION SYSTEMS ADMINISTRATOR

DISTINGUISHING FEATURES OF THE CLASS: This is high level technical work involving computer and networking systems, including Internet connectivity as well as website construction and maintenance. Responsibilities include configuration, maintenance, and operation of Local Area Network (LAN) components, end-user support services, managing all network administration activities including diagnosis and resolution of network problems, as well as routine backup, disaster recovery planning and virus and malware protection. Additional duties include installation, configuration, modification and maintenance of a variety of computer hardware, software and peripheral components. Work also involves analysis and integration of data and data systems, in compliance with NYSED requirements. Additional responsibilities may include other information technologies, such as closed-circuit television or other audio-visual systems. Work is performed under minimal supervision, requiring exercise of independent judgment in carrying out details of the work. Supervision of others is not a responsibility of this position. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Designs, installs, configures, maintains, repairs and upgrades local and/or wide area network (LAN/WAN) hardware and software;
Diagnoses, troubleshoots, and, if possible, repairs computer problems relating to software packages, basic hardware issues, security and password problems;
Answers questions and problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system or delegates/refers such questions appropriately;
Installs and configures desktop and laptop computers and peripheral equipment to domains/LANs;
Installs, configures and maintains desktop and laptop computer hardware, software, associated computer operating systems and peripheral equipment;
Diagnoses, troubleshoots and, if possible, repairs desktop and laptop computer hardware, software, associated computer operating systems and peripheral equipment, or, when necessary, arranges for repair by service providers;
Monitors and oversees daily operations and performance of computer and network systems;
Develops and implements preventive maintenance schedules, and conducts computer diagnostics to investigate, troubleshoot and resolve problems with computer and network systems and individual computers;
Tests and evaluates new computer hardware, associated operating system software and peripheral equipment;
Plans, designs and manages district website including all architecture and usability functions;
Oversees maintenance and updating of district website;
Analyzes technical problems and recommends solutions;
Instructs or trains staff in the proper use of hardware and software on a one-to-one basis;

INFORMATION SYSTEMS ADMINISTRATOR (cont'd)

Oversees the maintenance of logs of errors, problems, and user calls such as would be done with a typical "helpdesk" application;
Oversees the implementation of operating procedures and standards;
Orders and maintains supplies;
Performs or delegates related general clerical duties;
May evaluate new hardware/software and/or recommend hardware/software improvement and corrections;
May be responsible for implementing and maintaining other information technologies, such as closed-circuit television or other audio-visual systems;
Performs related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of principles and practices of networking and computer system (software and hardware) operations, analysis and troubleshooting; working knowledge of current internet standards, HTML and related languages/functions; good technical aptitude and ability stay current with changes in technology; ability to install, configure, maintain, repair and upgrade a variety of network and computer hardware and software, including operating systems, drivers and related software for peripheral components, etc.; ability to communicate effectively, both orally and in writing; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS: Either

- a) Bachelors degree in Computer Science, Information Science, Web Development, Communications or a related field and two (2) years experience in the computer technology field which must have involved system or program design, help desk activities, hardware/software troubleshooting, support, repair, or related computer technology activities; or
- b) Associates degree in Computer Science, Information Science, Web Development, Communications or a related field and four (4) years experience as described in a) above; or
- c) An equivalent combination of training and experience as described in (a) and b) above.

SUBSTITUTION NOTE: Post-secondary level education may be substituted for one (1) year of the required experience indicated above on the basis of thirty (30) college credits per year of experience.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.

ADDITIONAL NOTE: In the event enough qualified candidates with appropriate experience cannot be recruited, a candidate lacking up to one (1) year of the required experience may be appointed as a TRAINEE. Such candidate must possess at least a high school or comparable diploma.