

## INFORMATION SYSTEMS SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is technical work which involves computer and networking systems, and may involve the internet. Work involves assisting with installation and maintenance of Local Area Network (LAN) and/or Wide Area Network (WAN) components, end-user support services, and basic network administration activities including diagnosis and resolution of end-user network problems, as well as routine backup. Additional responsibilities may include assisting with installation and configuring of computer hardware, software and peripheral components. This position involves considerable contact and interaction with school staff and students. Work is performed under direct supervision of a higher level information systems administrator or technician. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists in the cabling, configuring, installation and ongoing maintenance and repair of local and/or wide area network (LAN/WAN) hardware and software, including required upgrades, patches, etc.;

Assists with installation and configuring of desktop and laptop PCs and peripheral equipment to domains/LANS/WANS;

Assists in monitoring and overseeing the daily performance of installed network systems;

Assists with implementation of preventive maintenance schedules, including running computer diagnostics to investigate, troubleshoot and resolve problems with computer and network systems and individual computers;

Assists in studying technical problems and recommending solutions;

May maintain logs or databases of configurations, upgrade records, problems and repairs, as assigned;

May assist with installation, configuring, maintaining, diagnosing, troubleshooting and repair of desktop and laptop PC hardware, software, associated computer operating systems and peripheral equipment;

May assist in testing and evaluating new computer hardware, associated operating system software and peripheral equipment;

May assist in ordering and maintaining inventory of related supplies;

Performs a variety of related duties 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: Working knowledge of principles and practices of networking and computer system (software and hardware) operations, analysis and troubleshooting; familiarity with web utilities and software; 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; ability to understand and follow oral and written instructions; ability to communicate clearly, both orally and in writing; ability to establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a comparable diploma and six (6) months work experience in the computer technology field which must have involved computer maintenance and repair, hardware/software applications, and/or analysis.

TRAINEE NOTE: In the event enough qualified candidates with appropriate experience cannot be recruited, a candidate lacking the six (6) months required experience may be appointed as a TRAINEE. Such candidate must possess at least a high school or comparable diploma.