

## INFORMATION SYSTEMS SPECIALIST I

### **DEFINITION**

Under supervision, provide technical support to school site and administrative personnel on business and student computer applications; interface with hardware and software vendors; provide assistance and training to users on computer operation.

### **EXAMPLES OF DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Provides technical support developing solutions to user-related problems and application systems.
2. Plans, coordinates, and conducts activities related to technical assistance with student assessment.
3. Organizes and prepares application software documentation, procedural documentation, and operation instructions.
4. Assists in the analysis, evaluation and implementation of student information, business, and similar systems.
5. Reviews and evaluates procedures, schedules and system controls.
6. Reviews and evaluates software and makes recommendations on same.
7. Operates computer and printer and scanning equipment as required.
8. Reports progress status and problems to supervisor or to Specialist III/II.
9. May design, write, or modify computer programs as needed.
10. Maintains daily server backups.
11. Performs other related duties as required.

### **QUALIFICATIONS**

#### **Knowledge of:**

Principles, theories and practices pertaining to computer operations; programming languages, operating systems and software utilities; methods and techniques of training.

#### **Ability to:**

Analyze and solve problems for effective computer utilization; train users in efficient computer operation; operate computers and write computer programs; maintain current computer technology knowledge; read, interpret, and apply technical manuals and documentation; work independently using sound judgment and prioritize workload; adapt to changing technologies and learn functionality of new equipment and systems; communicate effectively and present information clearly and concisely; work flexible hours when necessary; understand and carry out oral and written instructions; establish and maintain cooperative working relationships; comply with the District's customer service standards, as outlined in Board policy.

#### **Education/Experience:**

Any combination equivalent to: An Associate of Arts degree in computer technology or related field and 2 years information systems experience involving programming, computer operations, user training or computer customer support. Experience and education may be substituted on a year-for-year basis.

#### **License/Certificate Requirement:**

Possession of a valid California Driver's License.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate computer equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

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