INFORMATION SERVICES AND EQUIPMENT SPECIALIST (NETWORKED SYSTEM)

DISTINGUISHING FEATURES OF THE CLASS: This is systems administration (managing files, managing and controlling printers, performing backup operations, implementing system security, troubleshooting, system installation, etc.); network management (hardware, cabling, network architectures, communications protocols, etc.); and hands-on installation and maintenance of computer equipment (repair of printers, drives, etc., running of cables and telephone wires). The work is performed under the general supervision of a higher level administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:
Ascertains user needs; determines appropriate software and hardware; determines whether operations within existing utilities can be used;

Installs and configures hardware and software for networked systems, personal computers and PC LAN's (Personal Computer Local Area Networks);

Uses utility programs to analyze, manage and maintain system resources; i.e., carry out system security, protect data and programs from equipment failure and user error, troubleshoot, etc.;

Installs new equipment such as personal computers, modems, printers, and other related hardware, and relocates existing equipment;

Runs twisted pair cabling and telephone wire;

Troubleshoots and repairs equipment (e.g., opens units to locate loose connections, and replaces parts on equipment);

Diagnoses and rectifies telecommunication problems (e.g. modem not working);

Diagnoses and rectifies operator related problems such as wrong password, mouse disconnected, etc.;

Performs scheduled system backups and responds to error messages by replacing drives, reorganizing data, etc.;

Evaluates operating system and application program upgrades and makes recommendations as to their utility;

Provides hands-on training to personnel on equipment operation, data entry, text processing, use of in-house data base programs and specific application packages from outside vendors;

Acts as a liaison with service people, vendors, telephone personnel, etc.;

Converts data from one application to another (e.g., Word to Word Perfect);

Monitors error logs and telecommunication logs to verify system performance and to correct as needed;

Performs preventive maintenance such as oiling and cleaning printers, tape and disk drives.

FULL PERFORMANCE KNOWLEDGE, SKILLS ABILITIES AND PERSONAL CHARACTERISTICS:
Good knowledge of the components, operations, maintenance and repair of communications equipment; good knowledge of electronic data processing for networked systems; ability to assess the information processing needs of individuals and functional areas; ability to train equipment and software users; ability to use utility programs to analyze, manage and maintain system resources; ability to install and configure hardware and software; ability to formulate, transmit, understand and carry out complex oral and written instructions; ability to adapt/design software applications to meet user needs; ability to reason and present ideas logically and clearly, both orally and in writing; ability to distinguish colors of wires for connection purposes; audio acuity for testing of communications equipment; ability to physically move equipment and supplies; ability to run cable.

<u>MINIMUM REQUIREMENTS:</u>

1. Possession of a Bachelor's degree or higher in Computer Science, Management Information Systems, Electrical Technology or a related field and two (2) years of paid work experience involving hands-on experience as a technician troubleshooting, installing and repairing computers, modems, printers, cables, etc. and one (1) year involving writing and implementing procedures, managing files, managing and controlling printers, installing and configuring hardware and software, performing back-up operations, troubleshooting software and using utility programs in a networked system; <u>or</u>

2. Possession of an Associate's degree in Computer Science, Management Information Systems, Electrical Technology or a related field and four (4) years of work experience involving hands-on experience as a technician troubleshooting, installing and repairing computers, modems, printers, cables, etc. and one (1) year involving writing and implementing procedures, managing files, managing and controlling printers, installing and configuring hardware and software, performing back-up operations, troubleshooting software and using utility programs in a networked system; <u>or</u>

3. Graduation from high school or possession of an equivalency diploma <u>and</u> six (6) years of work experience involving hands-on experience as a technician troubleshooting, installing and repairing computers, modems, printers, cables, etc. and one (1) year involving writing and implementing procedures, managing files, managing and controlling printers, installing and configuring hardware and software, performing back-up operations, troubleshooting software and using utility programs in a networked system.