

MT. SAN ANTONIO COLLEGE JOB DESCRIPTION

Job Title:	College Information Systems Support Specialist	Range:	73
Date Revised:	8/6/02	Date Approved:	8/30/00

PRIMARY PURPOSE

This position is responsible for supervising the daily operations of a Data Center which encompasses various computer operators, maintaining and controlling computer production schedules by conferring with Systems, Programming, and Operations functions to set priorities, ensuring that processing results and computer operations best fit production demands and meet production and quality control standards. The College Information Systems Support Specialist leads the development effort for a Disaster Recovery Plan, provides routine Data Base Administrator (DBA) support in the absence of the DBA, and coordinates the repair of the Data Center equipment with contracted vendors.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Supervises the operations of a Data Center, including establishing, maintaining, and revising master and daily production schedules and procedures to enable 24-hour/7-day operation of the computer auxiliary data processing equipment
2.	Maintains all aspects of operations scheduling, including documentation, forms design, and system maintenance, to ensure ongoing efficient operations
3.	Provides routine basic DBA and various levels of technical support for VM, NVAS, Local Area Network (LAN), ICCIS, Sigma (SAM), basic information, and functionality issues
4.	Researches and consults with users on reports and online functions, refers user to appropriate location to obtain information; provides guidance while interpreting data; confers with job requester when additional information is needed, timetable cannot be met, or to resolve non-routine problems; acts as liaison between programmers and users
5.	Monitors and tracks network performance, system outages, and coordinates preventive maintenance requirements with operating schedules to minimize system down-time
6.	Participates in technical support team meetings and user group meetings
7.	Develops and maintains the Information and Education Technology Disaster Recovery Plan
8.	Maintains user accounts, grants appropriate security clearances, resets user passwords, establishes, tests and coordinates development of ICCIS security profiles
9.	Supervises distribution of reports, tests and verifies data accuracy, and communicates with programmers for resolution of problems
10.	Coordinates with contracted support personnel regarding the maintenance, repair, and upgrade of mainframe and peripheral equipment
11.	Learns and applies emerging technologies and as necessary to perform duties in an efficient, organized, and timely manner
12.	Performs related duties as assigned

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WORKING RELATIONSHIPS

The College Information Systems Support Specialist maintains frequent contact with faculty, staff, students, various departments, and outside agencies.

EDUCATION AND EXPERIENCE

High School Diploma; college level computer science coursework preferred. One year of experience as a scheduler, one year of experience as a programmer trainee, or one year of experience in an organized in service training program.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Organization, operations, policies and objectives
- Modern office practices, procedures and equipment
- Record keeping techniques
- Operation of personal and/or mainframe computers
- Various computer software applications and languages utilized in academic computing (i.e., VM, NVAS, LAN, ICCIS, SAM, etc.); programming skills, debugging, logic and coding
- Computer hardware systems, basic computer operating systems
- Supervisory principles and practices

Skills and Abilities:

- Operate a variety of office equipment such as personal and/or mainframe computers
- Analyze computer processing problems and take corrective action
- Maintain a variety of IT hardware and software
- Provide technical support including the ability to provide guidance, teach and explain procedures to computer users
- Maintain user/group accounts with appropriate security
- Research, compile, organize, and analyze statistical data
- Plan, organize and prioritize work
- Establish and maintain production schedules and procedures
- Establish and maintain a disaster recovery plan
- Manage and supervise the operations of a Data Center
- Meet schedules and time lines
- Work independently with little direction
- Understand and follow oral and written directions
- Communicate effectively, both orally and in writing
- Understand scope of authority in making independent decisions
- Review situations accurately and determine appropriate action according to established guidelines
- Establish and maintain effective working relationships with others

WORKING CONDITIONS

College office environment. May be subject to sitting for long periods at a time (up to 2-3 hours); repetitive use of upper extremities including hand coordination activities.
