

INFORMATION SYSTEMS COORDINATOR 1**Nature of Work**

Under general supervision, performs full-performance technical work installing, maintaining and supporting desktop computers and/or some Local Area Network/Wide Area Network (LAN/WAN). Ensures continuous operation by readying the system, responding to prompts and enters any data required by the system. Troubleshoots software and hardware problems, pulls cable, and installs hardware. Reviews literature and recommends purchase of hardware and software. Installs, moves and replaces personal computer terminals, printer cables and other equipment as necessary. This position requires some travel. May participate in a 24-hour call schedule. Performs related work as required.

Distinguishing Characteristics

This classification is intended for use by positions in an agency's central office or outlying facility with a large system of terminals, personal computers, or LANs/WANS. The employee troubleshoots software and hardware problems, pulls cable, installs hardware and software, and handles daily operational activities.

Examples of Work

Provides on-site and remote technical support for personal computers, laptops, and other peripheral computer equipment; installs and supports local area networks (LAN) equipment including routers, switches, controllers, cabling, network and local printers; uses diagnostic tools and/or monitoring software to identify problems; contacts vendors for technical assistance on repairs/upgrades as necessary.

Instructs users by phone and email on solutions for hardware and software problems; supports users with technical and system problems relating to network access, printer access, and operations for LAN and mid-range computers in a division or agency.

Troubleshoots and maintains connectivity between multiple locations of a wide area network (WAN); assures operational connectivity for personal computers.

Removes old equipment and installs replacement equipment.

Installs/maintains network components, computer hardware, and multiple applications for agency/division/location; tests new hardware and software.

Documents work activities in call tracking system.

INFORMATION SYSTEMS COORDINATOR 1 (CONT'D)**Examples of Work (cont'd)**

Assists in the configuration of computer networks including servers; includes design of wiring and electrical plans for personal computer networks, telecommunications, faxes and copiers.

Tests workstations supplied by vendors to determine compatibility with current hardware and software.

Uses internet reference sites for troubleshooting hardware and software problems.

Uses error logs in servers and switches to verify proper operation and to troubleshoot problems.

Attends training classes for new technologies and new systems.

Plans and conducts one-on-one or group training on computer applications, operations, systems and on proper use of computer equipment; develops training modules and instructional materials for user training.

Maintains detailed inventory of hardware and software .

Performs back-up and recovery procedures.

May prepare requisitions for hardware, software and/or maintenance to be placed on bid or for purchasing.

Knowledge, Skills and Abilities

Knowledge of the basic functions and operations of the agency to which assigned.

Knowledge of the principles and practices of information technology.

Knowledge of personal computing.

Knowledge of equipment involved in operating a personal computer or LAN/WAN.

Knowledge of backup and recovery procedures.

Ability to understand technical manuals and apply the methods to correct personal computer or LAN/WAN operational problems.

Ability to maintain accurate detailed records according to a prescribed format.

Ability to analyze test data and results.

Ability to establish and maintain effective working relationships with other employees.

Ability to prepare clear, comprehensive and accurate reports.

INFORMATION SYSTEMS COORDINATOR 1 (CONT'D)

Minimum Qualifications

Training: Successful completion of twelve semester hours of computer science from an accredited college or university.

OR

Successful completion of an information technology, networking, electronics, computer science, computer programming or data processing program of at least 1080 clock hours from a secondary vocational or technical school, commercial college or school of comparable level.

OR

Successful completion of industry recognized authorized/certified personal computer or server support, LAN administration, network service/support and/or network.

Substitution: One year of full-time or equivalent part-time paid experience in providing direct personal computer support, computer programming, systems development, or sale and/or installation and testing of terminals or personal computers and peripherals may be substituted for the required training.

Established: 3/21/96
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