

**INFORMATION SYSTEMS ASSISTANT****Nature of Work**

Under general supervision, performs full-performance level technical work in assisting a systems administrator or technical specialist with maintaining office automation equipment and software. Assists technical staff in purchasing, installing and monitoring a computer system. Troubleshoots basic software and hardware problems and pulls cable. May set-up spreadsheets and database applications, produce complex documents and reports, and enter data. May be on a 24-hour on-call schedule. Performs related work as required.

**Distinguishing Characteristics**

This class is intended to function in a support role for a technical staff requiring a working, broad knowledge of computer hardware and software. The predominant portion of the work is maintaining personal computer, office automation equipment, not creating spreadsheets and database files and/or manipulating data.

**Examples of Work**

Assists with managing computer system; monitors and reads the system; responds to prompts.  
Maintains security for the system; creates, changes and deletes user profiles.  
Troubleshoots basic hardware and software problems and resolves these problems.  
Performs data back-up and recovery procedures; keys in commands; loads tape into the drive.  
Assists with training new users in equipment operations; coordinates scheduling of training classes.  
Installs computer equipment; moves and or replaces terminals, printer cables and other equipment.  
Provides assistance in purchasing of hardware and software.  
Maintains logs of equipment and software problems.  
Maintains inventory of hardware and software.  
Creates spreadsheets, electronic calendars and database files.  
Operates a personal computer terminal using standard commands to enter, access and update or manipulate data to produce reports.

**Knowledge, Skills and Abilities**

Knowledge of basic data processing procedures.  
Knowledge of basic hardware and software equipment.  
Knowledge of backup and recovery procedures.

## INFORMATION SYSTEMS ASSISTANT (CONT'D)

**Knowledge, Skills and Abilities (cont'd)**

Knowledge of methods used to correct job production problems.  
Ability to maintain accurate detailed records.  
Ability to operate a personal computer.  
Ability to prepare comprehensive and accurate reports.  
Ability to establish and maintain effective working relationship with other employees.

**Minimum Qualifications**

**Training:** Graduation from a standard high school or the equivalent.

**Experience:** One year of full-time or equivalent part-time paid experience in data processing, word processing, computer operations, data job coordination or advanced level office work which involved operating a personal computer.

**Substitution:** (1) Completion of a course in data processing or word processing from a business or vocational school may be substituted through an established formula for the required experience, **OR** (2) completion of a data processing program from a business or vocational school may substitute for the required experience, **OR** (3) successful completion of six semester hours of computer science from an accredited college or university may substitute for the required experience, **OR** (4) enrollment in a vocational school's computer systems and operational support intern program may substitute for the required training and experience.

Established: 3/21/96  
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