SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: SYSTEMS SPECIALIST

SUMMARY DESCRIPTION

Under the direction of the Chief Technology Officer, perform a variety of specialized duties involved in the administration of assigned systems, including but not limited to the District's e-mail, backup, antivirus and antispam systems; perform a variety of technical duties in support of the District Network and Information Services and related software and peripherals.

REPRESENTATIVE 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. Perform a variety of specialized duties involved in the administration of e-mail, backup, antivirus and antispam systems; create, maintain and close user accounts and associated e-mail boxes; set security for logins, remote access and other network access; assist users with e-mail related troubleshooting issues including password changes and internet access to e-mail. *E*

2. Create shared fileserver accounts and storage area for requesting offices; create and share public folders for offices as necessary; develop security and provide training to users for mapping the drives from personal machines. *E*

3. Develop backup policies for District server farms; track and troubleshoot backups; rotate tapes for archival purposes; restore data when necessary. *E*

4. Install, monitor and maintain District antivirus and antispam software; monitor campus-wide electronic implementation of desktop antivirus, server antivirus and e-mail antivirus including patches, data file updates and software upgrades. *E*

5. Monitor Exchange, File/Print and SQL server clusters; troubleshoot problems and return faulted or downed servers to normal operating status; maintain Exchange servers for space and performance; report operating issues to management staff. *E*

6. Perform a variety of testing for software as assigned; test revisions, upgrades, and new developments according to established procedures; monitor and assist staff as appropriate. *E*

7. Assist senior staff in gathering information related to user computing problems, needs and requirements; participate in decision making regarding servers, exchange servers, storage and other equipment. *E*

8. Provide specialized support to users on the use of standard and institutional software; refer users to other department personnel as necessary; read, interpret, apply and explain related polices, procedures and activities. *E*

9. Receive requests related to problems within the system; troubleshoot and resolve software and related peripheral equipment problems. *E*

10. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Technical aspects of field of specialty including network security and disaster recovery measures.
Basic principles and practices of project management.
Computer hardware systems, software applications and languages utilized by the District.
Methods and techniques used in troubleshooting various computer hardware and software application problems.
Personal computer hardware and software components.
Operational characteristics of various computer software packages.
Operations of fileservers within LAN/WAN environments.
Principles and practices of customer service.
Modern office procedures, methods and equipment.
Principles and procedures of record keeping.
Oral and written communication skills.

Ability to:

Perform a variety of specialized duties involved in the administration of assigned systems.
Provide specialized and technical support and assistance to computer system users.
Troubleshoot and repair system malfunctions and maintain system operation.
Recommend, implement and install a variety of computer software applications.
Operate computers and peripheral equipment properly and efficiently.
Operate a variety of office equipment.
Plan and organize work to meet schedules and time lines.
Maintain current knowledge of program rules, regulations, requirements and restrictions.
Learn District organization, operations, polices, and objectives.
Understand and follow oral and written directions.
Work independently with very little or no direction.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: 2 years of college level course work in computer operations, information systems, computer science or a related field and two years of responsible experience in the operation and maintenance of a variety of software applications.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record.

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 with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

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 office 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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