

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2005**

INTEGRATED SYSTEMS SPECIALIST - NETWORK

FLSA STATUS: NON-EXEMPT - PAY GRADE: 13 - C

GENERAL STATEMENT OF JOB

The Integrated Systems Specialist - Network provides technical support in the selection, installation, maintenance and use of end user computing hardware, software and applications. Employees in this class operate and provide support for computing and hardware, software and applications on the college ERP, Server and Network systems as well as providing development support as required fostering student success and enhancing employee productivity.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Assists in the testing of new or changed end user products and applications in an integrated systems environment; educates and assists users in following security guidelines and business practices; coordinates the maintenance of computer/network hardware and software and related applications.

Maintains computer hardware and software; performs preventive maintenance.

Installs and troubleshoots for a wide variety of computer environments.

Schedules and provides training in the use of end user software production; trains users in the technology environment; informs users how to upgrade and advises on compatibility.

Evaluates and recommends software and new products; ensures that files are backed up.

Upgrades hardware and/or software as needed.

May perform administrative duties such as attending meetings and professional seminars, maintaining calendars, filing invoices, reports, ordering supplies and researching technical articles as required.

Operates ERP production as needed.

Monitors system consoles; operates system printers, decollators and folders.

Activates network devices; inspects production; revises production schedule to adjust for delays; recommends changes in programs, routines and quality control standards.

Maintains current documentation of production jobs; controls and inventory computer forms; consults users regarding forms supply.

Performs repairs of minor mechanical problems; ensures proper maintenance of devices; requests service calls as needed.

Maintains tape library; assists in backup operations.

Ensures proper environment for computer system devices.

Distributes reports to users; operates printer; answers processing questions.

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Discusses processing problems with programmers.

Performs other related duties as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator or professional, dependent upon assignment.

SUPERVISION EXERCISED

May supervise support staff as assigned.

MINIMUM QUALIFICATIONS

Requires a high school diploma supplemented by one (1) year of work experience in information technology or in the use and operation of microcomputer equipment.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc.. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

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Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective 8/05