

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 1999**

LEAD INTEGRATED SYSTEMS SPECIALIST

FLSA STATUS: NON-EXEMPT - PAY GRADE: 16 - C

GENERAL STATEMENT OF JOB

Employees in this category provide technical support in the selection, installation, maintenance and use of end user computing hardware and software. Employees assist in the selection and evaluation of end user hardware configurations and software products in an integrated systems environment. Provides operational support for local area networks, including the installation, testing, maintenance of all computing hardware and software on IBM, PC and Macintosh systems as well as providing network administration support as required to foster student success and enhance employee productivity. Coordinates and supervises ISS's and MST's.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Assists in the testing of new or changed end user products in an integrated systems environment; educates and assists users in following security guidelines; coordinates the maintenance of microcomputer hardware and software.

Supervises and trains various technical support staff at assigned locations.

Maintains computer hardware and software; performs preventive maintenance on computers.

Installs and troubleshoots for a wide variety of computer components, including but not limited to, servers, routers, adapters, monitors, hard drives, floppy drives, memory, CD ROM drives, sound cards, emulation adapters, keyboards, modems, scanners, printers, laptop computers, system boards, mice, work stations, overhead projectors, tape backups, PC's and software.

Supervises and trains support staff; trains, schedules and supervises lab technicians.

Schedules and provides training in the use of end user software production; trains and connects users in mainframe environment; informs users how to get upgrades for computers, how to get printer supplies and which peripherals are compatible with their computers.

May operate help desk; monitors network performance;

Installs and sets up network and terminals for registrations; maintains 24-hour contact for emergency situations.

Evaluates and recommends software and new network products; ensures that file servers are backed up.

Upgrades file servers; installs file servers; installs cables for mainframe and networks.

Provides and enforces lab rules for instructors, students and lab assistants.

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Coordinates with network staff.

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

Performs other related duties as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator or designee.

SUPERVISION EXERCISED

Employee may act in a lead capacity or may supervise assigned staff.

MINIMUM QUALIFICATIONS

Requires a high school diploma or high school equivalency and three (3) years of related experience to include at least one (1) year of supervisory experience.

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.

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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.

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: 3/99; revised 12/05